

RFP No: #24-011524 – Language Learning Platform

YOUNGSTOWN STATE UNIVERSITY
REQUEST FOR PROPOSAL

Date Issued: January 16, 2024

Due Date/Time: February 16, 2024 at 2:00 PM

RFP #24-011524– Language Learning Platform

Youngstown State University (YSU) is seeking a qualified service provider for a Language Learning Platform. These services must be in accordance with the terms, conditions, and requirements set forth in this Request for Proposal (RFP).

Proposals must be received by the due date/time specified above at the location below. Proposals received after the due date/time may be returned unopened, to the Vendor.

Sign and deliver proposal, cover sheet, and schedules to:
Mailing Address:

Procurement Services
Jones Hall – 2nd Floor
Youngstown State University
1 Tressel Way
Youngstown, Ohio 44555

Phone: 330-941-3193
Attention: Alan Miller
email: procure@ysu.edu
Email bids are permitted

Envelopes must be sealed and designated- RFP No: #24-011524 Language Learning Platform.

Note:

1. No public proposal opening will be held due to the complexity of responses and the need for committee review.
2. Completed Proposal Packages need to be received via a packet that includes an original printed hard copy and a flash drive. Email copies are acceptable.
3. Final results will be posted on the [Procurement Services Competitive Events](#) website.

By signing this document I am agreeing, on behalf of my firm, to the specifications of this RFP and accepting, without exception or amendment, [YSU's Purchase Order Terms and Conditions](#).

This is a one-year contract, beginning around May 1, 2024 through June 30, 2025 (FY25), with an option for two (2), one (1) year renewal(s).

Submitted by: Company _____

Authorized Signature _____

Name _____
(Printed Name) (Title) (Date)

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- RFP TIMELINE AND SCHEDULE
- RFP ISSUED: January 16, 2024
- RFP QUESTIONS DUE: January 26, 2024 by 3:00 PM EST
- RESPONSES TO QUESTIONS: February 1, 2024 by 5:00 PM EST
- NOTICE OF INTENT TO BID (voluntary): February 9, 2024
- RFP CLOSING DATE: February 16, 2024 by 2:00 PM EST
- PRESENTATIONS for FINAL SELECTEES: End of February
- SELECT SUPPLIER / NEGOTIATE CONTRACT (on or around): March 2024
- CONTRACT BEGIN DATE: May 2024

About YSU

YSU, an urban research university, emphasizes a creative, integrated approach to education, scholarship, and service. YSU places students at its center; leads in the discovery, dissemination, and application of knowledge; advances civic, scientific, and technological development; and fosters collaboration to enrich the region and the world.

YSU consists of the College of Graduate Studies and six undergraduate colleges: the Williamson College of Business Administration; the Beeghly College of Education; the College of Creative Arts & Communication; the Bitonte College of Health and Human Services; the College of Liberal Arts and Social Sciences; and the College of Science, Technology, Engineering, and Mathematics. Degrees offered include associate, bachelor's, master's, and doctorate.

YSU is located on a 145-acre campus near downtown Youngstown, Ohio and is equidistant (approximately 60 miles) from both Pittsburgh and Cleveland. Fall 2023 enrollment was 10,988. More information about YSU is available online at [YSU website](#).

RFP Background

This request for proposals (RFP) invites qualified suppliers of a Language Learning Platform to present their qualifications, experience, and conceptual approach for delivering the scope of services aligned with the needs of Youngstown State University. The purpose of this RFP is to provide interested service providers with sufficient information to prepare and submit proposals for consideration by Youngstown State University to satisfy the need for a Language Learning Platform as noted below in the specifications.

SECTION I

Definitions

Relative to this document, and any addenda incorporated therein, the following definitions apply.

Addendum: A written instrument, issued solely by YSU that details amendments, changes or clarifications to the specifications and terms and conditions of this RFP. Such written instrument shall be the sole method employed by YSU to amend, change or clarify this RFP, and any claims (from whatever source) that verbal amendments, changes or clarifications have been made shall be summarily rejected by YSU.

Agreement, Contract or Purchase Order: Award resulting from the RFP or Request for Quotation.

Bidder, Vendor, Awardee, Supplier: Respondent to the RFP or Request for Quotation.

May, Should: Indicates something that is requested but not mandatory. If the Vendor fails to provide requested information, YSU may, at its sole option, either request that the Vendor provide the information or evaluate the proposal without the information.

Proposal, Quotation: Response provided by Vendor.

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Proposal Closing Date: The date and time specified in this RFP by which the quotation or proposal must be received by YSU Procurement Services in accordance with Section II of this RFP. Proposals received after such date and time may not be considered.

RFP: Request for Proposal.

Shall, Must, Will: This indicates a mandatory requirement. Failure to meet mandatory requirements may invalidate the proposal, or result in rejection of a proposal or quotation as non-responsive.

SECTION II

YSU Standard RFP Instructions and Agreement Terms

Vendors are cautioned to read this entire document carefully and to prepare and submit their response providing all requested information in accordance with the terms and conditions set forth herein. To be considered, Vendors must submit a complete response to this RFP in the format detailed by the specifications. Proposals must be dated, signed by an official authorized to bind the Vendor to the terms of the proposal and submitted to YSU in accordance with the instructions, terms and conditions of this RFP.

Youngstown State University reserves the right to:

- Accept or reject any or all proposals, or any part thereof, or to withhold the award and to waive, or decline to waive, irregularities in any proposal when determined that it is in its best interest to do so;
- Hold all proposals for a period of up to ninety (90) days after the opening date and to accept a proposal not withdrawn before the scheduled proposal opening date;
- Waive any informality or technicality contained in any proposal received;
- Waive any minor or major defect in the proposal;
- Conduct discussions with respondents and accept revisions of proposals after the closing date;
- Make an award based upon various selection criteria;
- Request clarification from any Vendor on any or all aspects of its proposal;
- Cancel and/or reissue this RFP at any time;
- Retain all proposals submitted in response to this RFP;
- Invite some, all, or none of the Vendor(s) for interviews, demonstrations, presentations and further discussion;
- Negotiate a possible contract and potentially solicit "best and final offers" from some or all respondents prior to or during this negotiation process;
- Award to one, some, or none of the Vendors who submit proposals.

Proposals received after the time for closing may be considered invalid.

Apart from the contact required for any on-going business at YSU, Vendors are specifically prohibited from contacting any individual at, or associated with, YSU regarding this RFP. Vendor communication shall be limited to the contact named on the cover page of this document.

RFP Terms and Instructions:

1. **Agreement Extension:** YSU reserves the right to extend any Agreement resulting from this RFP beyond the normal expiration date if YSU determines it to be in their best interest and the selected Vendor(s) agrees to the extension.
2. **Assignment:** Any Agreements entered into as a result of this offering may not be assigned by the selected Vendor without the expressed written consent of YSU and the participating members.

Compliance: Vendor warrants that both in the submission of its proposal and performance of any resultant purchase order or contract, Vendor will comply with all applicable federal, state, and local laws, regulations, rules, and/or ordinances.

3. **Confidential Information:** Any and all information, the release of which is prohibited by state or federal law(s) or regulation(s), including but not limited to the protections of the Family Educational Rights and Privacy Act (FERPA), and the Gramm Leach Bliley Act (GLBA) constitutes Confidential Information.

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Vendor agrees to hold the Confidential Information in the strictest confidence. Vendor shall not use or disclose Confidential Information received from or on behalf of the University or any of its students, faculty, or staff except as permitted or required by contract or by law, or as otherwise agreed to in writing by the University. Vendor shall implement, maintain, and use appropriate administrative, technical, and physical security measures to preserve the confidentiality, integrity, and availability of all electronically maintained or transmitted Confidential Information. Service Organization Control (SOC) Audit reports must be available if applicable to this event. Vendor shall abide by the Privacy and Security Rules as set forth by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

4. **Conflicts of Interest and Ethics Compliance:** No personnel of Vendor or member of the governing body of any locality or other public official or employee of any such locality in which, or relating to which, the work under this Agreement is being carried out, and who exercise any functions or responsibilities in connection with the review or approval of this Agreement or carrying out of any such work, shall, prior to the completion of said work, voluntarily acquire any personal interest, direct or indirect, which is incompatible or in conflict with the discharge and fulfillment of his or her functions and responsibilities with respect to the carrying out of said work. Any such person who acquires an incompatible or conflicting personal interest, on or after the effective date of this Agreement, or who involuntarily acquires any such incompatible or conflicting personal interest, shall immediately disclose his or her interest to YSU in writing. Thereafter, he or she shall not participate in any action affecting the work under this Agreement, unless YSU shall determine in its sole discretion that, in the light of the personal interest disclosed, his or her participation in any action would not be contrary to the public interest.
5. **Ethical Conduct:** It is expected that once an Agreement is issued, Vendors (awarded or not awarded) will not undertake any actions that might interfere with, or be detrimental to, the contractual obligations of YSU. YSU reserves the right to take any and all actions deemed appropriate in response to unethical conduct by a Vendor. Such actions include, but are not limited to, establishing guidelines for campus visits by a Vendor, and/or removal of a Vendor from YSU's Vendor list(s).
6. **Contact:** Apart from the contact required for any ongoing business at YSU, Vendors are specifically prohibited from contacting any individual at, or associated with YSU regarding this RFP. Vendor communication shall be limited to the contact named in this RFP document. A Vendor's failure to adhere to this prohibition may, at YSU's sole discretion, disqualify the Vendor's proposal.
7. **Evaluation:** If an award is made, the Vendor(s) whose proposal, in the sole opinion of YSU, represents the best overall value to YSU will be selected.
8. **Findings for Recovery (Ohio Revised Code Section 9.24):** Ohio Revised Code (O.R.C.) Section 9.24, prohibits the state from awarding a contract to any Vendor against whom the Auditor of State has issued a finding for recovery if the finding for recovery is "unresolved" at the time of award. By submitting a proposal, Vendor warrants that it is not now, and will not become subject to an "unresolved" finding for recovery under O.R.C. 9.24, prior to the award of any contract arising out of this RFP, without notifying YSU of such finding.
9. **Hold Harmless:** It is understood that the Vendor, if awarded an Agreement agrees to protect, defend, indemnify, and save harmless YSU from any claims, suits, or demands for payment that may be brought against it due to the acts, errors, or omissions of Vendor in providing the services under this Agreement.
10. **Incurred Expenses:** The Vendor, by submitting a proposal, agrees that any costs incurred by responding to this RFP or in support of activities associated with this RFP shall be the Vendor's sole responsibility and may not be billed to YSU. YSU will incur no obligation of liability whatsoever to anyone resulting from the issuance of, or activities pertaining to this RFP.
11. **Minimum Insurance Coverages and Requirements:** The selected Vendor(s) shall obtain and maintain the minimum insurance coverages set forth below. By requiring such minimum insurance, YSU shall not be deemed or construed to have assessed the risk that may be applicable to the selected Vendor(s). The selected Vendor(s) shall assess its own risks and, if it deems appropriate and/or prudent, maintain higher limits and/or broader coverages.

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The selected Vendor(s) is not relieved of any liability or other obligations assumed or pursuant to the contract by reason of its failure to obtain or maintain insurance in sufficient amounts, duration, or types.

Coverages:

- A. Commercial General Liability: ISO form CG0001 or its equivalent. Coverage to include:
- Premises and Operations
 - Personal Injury/Advertising Injury
 - Products/Completed Operations
 - Liability assumed under an Insured Contract (including tort liability of another assumed in a business contract)
 - Independent Contractors

Limits Required: The selected Vendor(s) shall carry the following limits of liability:
[Minimum Insurance Requirements.](#)

Additional Requirements:

Commercial General Liability (CGL) must include coverage for liability arising from products-completed operations and liability assumed under an insured contract.

If the CGL insurance has a general aggregate limit, then ISO endorsement CG2504 (03/97 Edition) or its equivalent must be added. The Designated Location(s) General Aggregate Limit must be maintained for the duration of the Agreement, and the limit must be twice the minimum required occurrence limit.

The selected Vendor(s) shall name YSU and its Board of Trustees, officers, employees, agents, and volunteers as Additional Insureds on ISO endorsement CG 2026 or its equivalent.

The CGL policy shall contain no endorsement or modification limiting the scope of coverage for liability assumed under a contract or liability arising from pollution.

All Policies:

- Must be written on a primary basis, non-contributory with any other insurance coverages and/or self-insurance carried by YSU.
- Must include a Waiver of Subrogation Clause.
- May not be non-renewed, canceled, or materially changed or altered unless thirty (30) days advance written notice via certified mail is provided to YSU.

12. Non-Discrimination: In submitting their proposal, or performing that which results from an award by YSU, the successful Vendor agrees not to discriminate against any employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment or any matter directly or indirectly related to employment because of race, color, creed, religion, sexual orientation, national origin, sex, age, handicap or Vietnam era veteran status. The successful Vendor further agrees that every subcontract for parts and/or services for any ensuing order will contain a provision requiring nondiscrimination in employment as specified above. This covenant is required pursuant to Executive Order 11246, Laws and Regulations of the State of Ohio. Any breach thereof may be regarded as material breach of contract or purchase order.

13. Prohibition of Offshore Outsourcing: The Vendor affirms to have read and understands Executive Order 2011-12K and shall abide by those requirements in the performance of this contract, and shall perform no services required under this contract outside of the United States.

[Governor's Executive Order 2011-12K.](#)

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The Vendor also affirms, understands, and agrees to immediately notify YSU of any change or shift in the location(s) of services performed by the Vendor or its subcontractors under this contract, and no services shall be changed or shifted to a location(s) that is (are) outside of the United States.

The Vendor also agrees to disclose if requested by YSU all of the following:

- The location where all services under this contract will be performed by any Vendor;
- The location where any state data associated with any of the services the Vendor is performing under this contract, or seek to provide will be accessed, tested, maintained, backed up or stored;
- The principal location of business for any Vendors supplying services under this contract.

If any Vendor performs services under this contract outside the United States, the performance of such services shall be treated as a material breach of the contract. YSU is not obligated to pay and shall not pay for such services. If any Vendor performs any such services, Vendor shall immediately return to YSU all funds paid for those services. YSU may also recover from the Vendor all costs associated with any corrective action YSU may undertake, including but not limited to an audit or a risk analysis, as a result of the Vendor performing services outside the United States.

YSU may, at any time after the breach, terminate the contract, upon written notice to the Vendor. YSU may recover all accounting, administrative, legal, and other expenses reasonably necessary for the preparation of the termination of the contract and costs associated with the acquisition of substitute services from a third party.

If YSU determines that actual and direct damages are uncertain or difficult to ascertain, YSU in its sole discretion may recover a payment of liquidated damages in the amount of two percent of the value of the contract.

YSU in its sole discretion may provide written notice to Vendor of a breach and permit the Vendor to cure the breach. Such cure period shall be no longer than twenty-one (21) calendar days. During the cure period, YSU may buy substitute services from a third party and recover from the Vendor any costs associated with acquiring those substitute services.

Notwithstanding, YSU permitting a period of time to cure the breach or the Vendor's cure of the breach, YSU does not waive any of its rights and remedies provided YSU in this contract, including but not limited to recovery of funds paid for services the Vendor performed outside of United States, costs associated with corrective action, or liquidated damages.

The Vendor will not assign any of its rights, nor delegate any of its duties and responsibilities under this contract, without prior written consent of YSU. Any assignment or delegation not consented to may be deemed void by YSU.

14. Pricing: Vendors are asked to thoroughly explain their pricing structure in their response. YSU reserves the right to negotiate this and other pertinent terms with the selected finalist(s) and this could become one of the selection criteria used in the award process.
15. Proprietary Information: All evaluation criteria for proposals are non-proprietary and subject to public disclosure after contract award. All proposals, except for items reasonably identified by Vendor as trade secrets or proprietary information, are subject to public disclosure under Ohio Revised Code Section 149.43. Vendor shall be solely responsible for protecting its own trade secret or proprietary information, and will be responsible for all costs associated with protecting this information from disclosure.
16. Provisions: If any provisions in the resultant Agreement are held to be invalid, void, or unenforceable, the remaining provisions shall nevertheless continue in full force and effect without being impaired or invalidated in any way.
17. Quality of Service: The successful Vendor(s) must be prepared to furnish continual high-quality service to YSU. Failure to do so may be considered just cause for cancellation of the Agreement.

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18. Right to Set-Off: Upon the occurrence of any default or breach of an Agreement resulting from this RFP by Vendor, the University shall have the right to withhold and set-off against any amount otherwise due to be paid to Service Provider, for the amount of any such cost, loss, damage, expense, liability, obligation or claim resulting from Vendor's default or breach of this Agreement. Neither the exercise of, nor the failure to exercise, such right of set-off will constitute an election of remedies or limit the University in any manner in the enforcement of any other remedies that may be available to it.
19. Sales Tax: YSU, as an instrumentality of the State of Ohio, is exempt from Ohio sales tax and federal excise tax, including federal transportation tax. An exemption certificate will be furnished by YSU upon request.
20. State Law: Any Agreement entered into as a result this solicitation will be governed by the laws of the State of Ohio.
21. Use of Data: Vendor agrees that it will keep confidential the features of any technical or proprietary information furnished by YSU and use such items only in the production of items awarded as a result of this inquiry and not otherwise, unless YSU's written consent is first obtained.
22. Contract Term
 - a. The University intends to award multi-year Agreements. The length of the Agreements will be negotiated by the parties.
 - b. The University maintains the right to terminate this Agreement and any additions upon failure of the Vendor to abide by the terms and conditions of the Agreement and performance specifications. The University will give sufficient notice to correct all outstanding issues and deficient performance connected to this Agreement. If not corrected in the specified time, the University may notify the Vendor, in writing, of the intent to terminate the Agreement. The Agreement will be terminated sixty (60) days after notification.
 - c. No subcontracting or assignment of Agreement without prior written consent and approval of the University.
23. Revisions to RFP
 - a. In the event that it becomes necessary to revise any part of this RFP prior to the assigned return date, revision will be provided by YSU's Procurement Services, or designee, to all respondents involved in the RFP. Changes in the specifications will be provided to all respondents through an addendum made by Procurement Services.
 - b. YSU will be the sole determinant of whether any revisions/addenda should be issued as a result of any question or other matters, and may extend the proposal deadline, if in YSU's judgment such information significantly amends this solicitation, or makes compliance with the original proposed due date impractical.
24. Selection Criteria
 - a. The selection of the successful Vendor(s) for this proposal will be determined solely by YSU. All proposals will be reviewed very closely for areas such as, but not limited to the following:
 - 1) Quality of products/services
 - 2) Ability to consistently perform (quality, delivery, lead-time, etc.)
 - 3) Program proposal that meets or exceeds YSU's needs
 - 4) Pricing and discounts offered (not singular determining factor)
 - 5) Size and scope of the promotional program

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SECTION III RFP Response Instructions

1. Vendors must submit questions to procure@ysu.edu. All questions must be submitted via email as indicated on the Schedule of Events and include RFP No: #24-011524– Language Learning Platform in the subject line. Questions submitted by the deadline will be answered via email and will be sent to all RFP participants.
2. During the YSU competitive proposal process, up to and including the issuance of an award letter, under no circumstances may a Vendor contact other individuals at YSU to discuss any aspect of this inquiry or attempt to influence the process. Failure of a Vendor to comply with this protocol may invalidate their proposal response.
3. Proposal Instructions
 - a. Provide notification of intent to bid (optional) via email to procure@ysu.edu no later than February 9, 2024, at 2:00 pm EST.
 - b. Complete the RFP cover sheet (page 1 of this RFP)
 - c. Complete Section IV of this RFP by submitting your responses directly into your proposal.
 - d. Proposal Package Requirements. The following MUST be included in the proposal-response package by the proposal due date/time; failure to do so may invalidate the proposal response:
 - (1) Signed and dated RFP cover sheet.
 - (2) Proposals exactly as specified in this RFP in both hard copy and on a flash drive.
Note: Some proposals may take time to be received by the email inbox, especially with larger files attached, so please send your proposal email in advance of the deadline and early enough to consider receipt lead time
 - (3) Agreement to all terms required within this RFP.

SECTION IV Scope of Work and Proposal Specifications

Specifications: Youngstown State University (YSU) is seeking proposals from qualified Vendors to provide a comprehensive online platform for foreign language learning. The selected Vendor will be responsible for delivering a user-friendly and effective platform where YSU students can learn, practice, and improve their skills in the target language. This RFP outlines the requirements and expectations for potential Vendors.

A. General Scope of Work

Constituents

The Department of English and World Languages is searching for a Vendor to support world language learning for students to equate to YSU college credit hours.

Content

The proposed language learning platform will provide students with opportunities for intensive training in understanding, speaking, reading, and writing in the target language. The goal is to enable students to acquire practical language skills for real-world scenarios while fostering cultural awareness and facilitating independent language learning.

BEGINNING COURSE I

3-4 Semester Hours

Courses should be based on the integration of learning outcomes across Interpersonal, Interpretive, and Presentational Modes of Communication. Students accomplish real-world communicative tasks in culturally

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appropriate ways as they gain familiarity with products, practices, and perspectives of the target culture(s).

Students learn grammar, vocabulary, and structures to enable them to meet functional performance goals at this level and to build a foundation for continued language learning. During this course, students generally perform in the Novice range, although a few abilities may emerge in the Intermediate range.

Ohio Statewide Learning Outcomes (Learning outcomes with an asterisk are essential.)

Interpersonal Communication:

- *1. Students can engage in very simple exchanges in culturally appropriate ways on very familiar topics using contextualized words, phrases, a few common idiomatic expressions, and simple sentences in highly practiced situations.
 - a. Functional ability includes: listing, naming, and identifying; stating what people, places, and things are like with a few details; and asking and answering highly predictable, formulaic questions.
 - b. Students may use culturally appropriate gestures and formulaic expressions in highly practiced applications and may show awareness of the most obvious cultural differences or prohibitions.
- 2. Students are also working towards exchanging information about familiar topics, sometimes supported by highly practiced language, and handling short, social interactions in culturally appropriate ways in everyday situations by asking and answering basic questions.

Interpretive Listening/Viewing:

- *1. Students can demonstrate understanding of the main idea, as well as a few details, cognates, and idiomatic and formulaic expressions, in a variety of oral texts and media.
 - a. Students can use keywords and phrases to demonstrate understanding of very simple oral texts and media on very familiar topics, with or without visual support.
 - b. Students begin to use context cues for basic comprehension.
 - c. Students use their own cultural background to derive meaning from texts.
- 2. Students are also working towards demonstrating understanding of the main idea and some details in a variety of oral texts and media on familiar topics.

Interpretive Reading:

- *1. Students can demonstrate understanding of the main idea, as well as a few details and idiomatic expressions, in simple, short, and highly predictable texts on very familiar topics, with or without visual support.
 - a. Students can recognize and identify all the letters and diacritical marks in an alphabetic writing system.
 - b. Students begin to use context cues for basic comprehension.
 - c. Students use their own cultural background to derive meaning from texts.
- 2. Students are also working towards demonstrating understanding of the main idea and some details and idiomatic expressions on familiar topics in a variety of texts.

Presentational Speaking:

- *1. Students can make very simple presentations about themselves and some other very familiar topics using a variety of highly practiced words, phrases, sentences, and expressions.

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- a. Functional ability includes: introducing, telling, and listing; expressing likes and dislikes; and stating what people, places, and things are like with a few details.
 - b. Students may use highly practiced, culturally appropriate gestures and formulaic expressions during their presentations.
2. Students are also working towards making simple presentations on familiar topics using phrases and sentences that they have practiced.

Presentational Writing:

- *1. Students can write basic information on very familiar topics using highly practiced words, phrases, and simple sentences.
 - a. Functional ability includes: giving information, listing; expressing simple likes and dislikes; and stating what people, places, and things are like with a few details.
 - b. Students may use highly practiced, culturally appropriate idiomatic expressions and basic writing conventions.
2. Students are also working towards writing short messages and notes on familiar topics using phrases and sentences.

BEGINNING COURSE II

3-4 Semester Hours

Course Description: This course is based on the integration of learning outcomes across Interpersonal, Interpretive, and Presentational Modes of Communication. Students accomplish real-world communicative tasks in culturally appropriate ways as they gain familiarity with products, practices, and perspectives of the target culture(s). Students learn grammar, vocabulary, and structures to enable them to meet functional performance goals at this level and to build a foundation for continued language learning. During this course, students perform better and stronger in the Novice range while some abilities emerge in the Intermediate range.

Interpersonal Communication:

- *1. Students can show evidence of the ability to create with language in various timeframes to exchange information on familiar topics and to handle short, social interactions in culturally appropriate ways using contextualized words, phrases, common idiomatic expressions, and sentences, sometimes still supported by highly practiced language.
 - a. Functional ability includes: asking and answering basic questions; giving simple explanations and excuses; asking for and giving simple directions and advice; stating simple comparisons and contrasts; making selections and participating in basic negotiations; and stating what people, places, and things are like with some details.
 - b. Students use culturally appropriate gestures and formulaic expressions in highly practiced situations and show awareness of the most obvious cultural differences or prohibitions.
2. Students are also working towards participating in conversations in various timeframes on a greater variety of familiar topics and handling short, social interactions in culturally appropriate ways in everyday situations by asking and answering questions.

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Interpretive Listening/Viewing:

- *1. Students can demonstrate understanding of the main idea, as well as some details, cognates, and idiomatic and formulaic expressions, in a variety of oral texts and media.
 - a. Students can use keywords and phrases to understand simple oral texts and media on familiar topics, with or without visual support.
 - b. Students use context cues for basic comprehension.
 - c. Students use their own cultural background and some easily recognizable elements from the target language culture(s) to derive meaning.
- 2. Students are also working towards demonstrating understanding of the main idea and many details on a greater selection of familiar topics in a variety of oral texts and media.

Interpretive Reading:

- *1. Students can demonstrate understanding of the main idea, as well as some details and idiomatic expressions, on familiar topics in a variety of texts.
 - a. Students use context cues for basic comprehension.
 - b. Students use their own cultural background and some easily recognizable elements from the target language culture(s) to derive meaning from texts.
- 2. Students are also working towards demonstrating understanding of the main idea and many details on a greater selection of familiar topics in a variety of texts.

Presentational Speaking:

- *1. Students can make simple presentations on familiar topics using phrases and sentences that they have practiced.
 - a. Functional ability includes: giving simple explanations and directions; presenting simple comparisons and contrasts; and stating what people, places, and things are like with some details.
 - b. Students use practiced, culturally appropriate gestures and formulaic expressions.
- 2. Students are also working towards creating with language in various timeframes to make simple presentations on familiar topics using phrases and sentences that they have practiced.

Presentational Writing:

- *1. Students can write short, guided messages and notes on familiar topics using phrases and sentences.
 - a. Functional ability includes: informing, listing, and writing simple narratives; expressing thanks; giving simple reasons why someone should do or say something; writing a simple invitation; and stating what people, places, and things are like with some details.
 - b. Students use practiced, culturally appropriate formulaic expressions and basic writing conventions.
- 2. Students are also working towards creating with language in various timeframes to write about a greater variety of familiar topics using a series of sentences.

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Functionality

The language learning platform for students in the Department of English and World Languages must offer the following services:

- User-friendly online language learning aligned with ACTFL Standards and YSU objectives.
- Engaging content for practical language application and cultural enrichment elements, emphasizing real-world scenarios and diverse cultural perspectives.
- Comprehensive coverage of listening, speaking, reading, and writing.
- Integration of cultural aspects for enhanced awareness, seamlessly woven into the learning content and activities.
- Features promoting effective learning strategies and independence.
- 4-unit assessments that measure understanding, speaking, writing, and reading aligned with Novice-Mid and Novice-High proficiency levels, along with tools for tracking.
- Options for both individual and group learning to support diverse needs.
- Qualified and experienced tutors are required to provide tutoring services.
- Intuitive design catering to various learning styles.
- Compatibility with Blackboard.
- Ongoing technical support and maintenance.

Administration

Administration of the learning may be managed by individuals from the groups mentioned in the constituents list. Multiple administrators with varying access are a YSU requirement.

Required

- Grouping of participants by common variables (students, employees, college, program/major, etc.).
- Reports that list full completion, partial/segment completion, utilization, audiences, categories/topics in use, etc.
- Digital accessibility; (closed captions, transcripts, audio, navigation by keyboard only, if necessary).

Desired

- Scheduled reports available to multiple administrators and reported by various audiences.

Technical Specifications

- Provide details on how the platform will seamlessly align with YSU's course descriptions and objectives.
- Explain how the platform features will be aligned with ACTFL proficiency guidelines for language mastery.
- Describe the approach to developing a robust assessment system aligned with ACTFL proficiency levels and covering diverse language skills.
- Provide insights into how the platform will implement features for engaging content creation, emphasizing the incorporation of cultural perspectives, practical language application, and effective learning strategies.
- Explain how the platform will incorporate adaptive learning features to support flexible individual and group learning approaches.
- Outline the strategy for developing a tutoring module that facilitates personalized support from qualified and experienced tutors.

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- Detail plans for enhancing the user interface with an intuitive design to create an engaging learning experience catering to various learning styles.
- Provide information on how the platform will ensure seamless integration for efficient administration and collaboration within the Blackboard platform.
- Describe the framework for establishing ongoing technical support and maintenance, ensuring reliability and performance.
- Explain how the platform will implement accessibility features and ensure mobile compatibility to enhance platform accessibility and reach.

B. Vendor Qualifications

Vendor shall have a minimum of three (3) years' experience in providing this product or service, successfully performing jobs similar in size and complexity as described in specifications. Provide this information in the Exhibit A-RFP Response Sheet.

1. Provide a company history, which includes information regarding size and age of business, number of employees, and experience.
2. Provide at least three (3) customer references for similar types of contracts which will include name, phone number, contact person, and period of contract.
3. Provide at least three (3) insurance company references, who accept similar types of contracts which will include name, phone number, contact person, and period of contract.
4. Provide a complete list of all insurance companies that accept your coverage.
5. Provide information about the loss of contracts in the past three years which will include the name of the business or institution, contact person, phone number, and reason for ending the service contract must be provided.
6. Provide a qualification statement – this should be limited to one page that articulates why your firm has the ability to supply services to YSU.
7. Customer Service: Describe your customer service program, interaction with customers, responses to questions and issues.

C. Pricing

Provide explanation of pricing based on platforms provided, base platform, optional item or platforms, number of participants, or other basis for pricing.

D. Contract Terms of Proposal

The Agreement shall cover requirements starting May 1, 2024. The term of the contract shall be from May 1, 2024 through June 30, 2025.

The Agreement will be for one (1) year and may, by mutual consent in writing, be renewed without rebidding for two (2) years in one (1) year increments.

Renewal agreements shall be signed by April 1, 2025 (for July 1, 2025 through June 30, 2026), and April 1, 2026 (for July 1, 2026 through June 30, 2027). If not signed by that date, the contract shall be rebid.

In no case shall any extension of the contract exceed three (3) percent for each one (1) year renewal period. Request for any increase in price shall be submitted in detail and justified prior to April 1 of each one (1) year renewal, in writing to the YSU Procurement Representative.

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This contract, including any extension agreed to, may be canceled by YSU for just cause with thirty (30) days' notice in writing, sent by certified U.S. mail, to the contractor.

The University and the Vendor will negotiate addendums to specifications and the financial terms during periods and thereafter.

No subcontracting or assignment of the Agreement without prior written consent and approval of the University.

E. Addendum A – Attached Exhibit A - RFP Response Sheet (if needed)

Revisions to RFP

In the event that it becomes necessary to revise any part of this RFP prior to the assigned return date, revision will be provided by YSU's Procurement Services, or designee, to all Respondents involved in the project. Changes in the specifications will be provided to all Respondents through an addendum made by Procurement Services.

YSU will be the sole determinant of whether any revisions/addenda should be issued as a result of any question or other matters and may extend the proposal deadline, if in YSU's judgment such information significantly amends this solicitation, or makes compliance with the original proposed due date impractical.

Written requests for proposal results must include the proposal name, number, and closing date.