

# **ANGEL Learning Proposal for Tacoma Community College**

January 5, 2009

The following represents ANGEL LMS pricing and related information for Tacoma Community College. As with many enterprise software solutions, there can be many variables, options and trade-off considerations in settling on a specific solution. In formulating a recommendation, ANGEL seeks to achieve a balance of these objectives.

- Provide economical pricing that serves the College's goals and provides simplicity and predictability. Establish the lowest total cost of ownership.
- Provide sufficient education and service to launch an effective implementation while minimizing up-front costs.
- Clarify service options that can be added later in the project if and when needed.

## **ANGEL's Pricing Philosophy**

*ANGEL uses a Pricing Philosophy which is....*

- Fair and consistent: *everyone pays the same*
- Economical: *consistently less than competitors for like solutions*
- Predictable: *multi year contracts with nominal annual increases*
- Simple: *one product with all the features you need at one price*

## **Components of ANGEL Pricing Proposal**

- ANGEL Learning Management Suite (LMS) License
- Minimum Implementation Package
- ANGEL Hosting Service (Gold & Silver Options)
- Integration Using ANGEL's XEI
- Recommended Training Workshop
- Other Optional Products and Services

## Cost Summary Price Table

	Year One (15 months)		Year Two	Year Three
	Conversion Period* 4/1/09 – 6/30/09	7/1/09 – 6/30/2010	7/1/2010 - 6/30/2011	7/1/2011 – 6/30/2012
<b>ANGEL LMS License Options</b>				
<b>ANGEL LMS License – 5,000 User Account License</b>	\$4,910	\$28,030	\$29,710	\$31,490
<i>5% Discount applied to all years as per WIHPE clause of SBCTC ANGEL Contract.</i>				
<b>ANGEL LMS License – Unlimited User Site License (based on 5,000 FTE)</b>	\$5,990	\$34,200	\$36,250	\$38,430
<i>5% Discount applied to all years as per WIHPE clause of SBCTC ANGEL Contract.</i>				
<b>Implementation Services</b>				
<b>Minimum Start-up Implementation Package (one-time fee)</b>	\$6,700			
<ul style="list-style-type: none"> <li>▪ Implementation Services (20 hours)</li> <li>▪ 2 seats in Online Administrator Training</li> <li>▪ 2 seats in Online Instructor Training</li> </ul>				
<b>Optional ANGEL Hosting Services</b>				
<b>Silver Hosting Service – Annual Fee</b>	\$5,130 - \$6,690	\$29,300 - \$38,200	\$31,100 - \$35,600	\$32,900 - \$37,700
<i>Hosting prices may require refinement based on technical options and confirmation of space allocations.</i>				
<b>Gold Hosting Service – Annual Fee</b>	\$7,680	\$43,900	\$46,600	\$49,400
<b>Optional Integration Module</b>				
<b>XEI Annual License Fee (Automates integration with SIS)</b>	\$980 - \$1,200	\$5,600 - \$6,840	\$5,940 - \$7,250	\$6,300 - \$7,690
<b>XEI Implementation Services (one-time fee)</b>	\$2,500			
<b>Recommended Training Services</b>				
<b>Onsite Instructor Fundamentals Training Course for (up to 12 participants) --Price includes travel &amp; expenses--</b>	\$5,000			

**\*Migration Assistance Discount Program** Pricing above includes a conversion period per ANGEL's Migration Assistance Discount Program. LMS License and Hosting fees are discounted by 30% during the conversion period.

## Washington SBCTC Benefits

The following benefits were negotiated as part of the SBCTC contract with ANGEL and would apply to Tacoma's contract with ANGEL:

- **License Fee Discount** - The LMS license prices listed in this document, include a 5% discount as per the WIPHE clause (Washington Institutions of Public Higher Education) which is included in the SBCTC Master Agreement. This clause specifically states:
  - *Public Higher Education institutions in the State of Washington who do not qualify for, or wish to participate under, the SBCTC deployment (Washington Online) may license ANGEL at any time during the term of this Master Agreement and will receive a 5% discount off the current ANGEL list price for ANGEL LMS if no RFP is required.*
- **Transition Clause** - If Customer licenses ANGEL and later chooses to transition to the SBCTC deployment of ANGEL (Washington Online deployment), then customer may be released from this contract at the next anniversary date without penalty.

## Description of Products and Services Listed in Pricing Table

### ANGEL LMS Software License

ANGEL offers two types of licenses, one is an unlimited user model and the other is based on a specified maximum number of users. Both options are included in the pricing table, a description of each is below.

#### **Unlimited User Site License**

The *Unlimited User Site License* (UUSL) permits ANGEL access to all of the school's students (credit and non-credit), faculty, administrators, and staff engaged in the school's mission. Therefore, the number of users is not an ongoing factor in providing necessary access for an expanding user base. The UUSL is ANGEL's most flexible license and gives the College the ability to grow and expand usage during the term of the contract.

#### **User Account License**

The User Account License number indicates the maximum number of "active" accounts you can have in ANGEL (students, staff and faculty). If accounts are deactivated, the information is retained but they don't count against your license. Managing user accounts is a simple process that can be accommodated in a variety of ways. Account status can be updated manually (in batches or one-by-one) through the User Account Manager, in batches via a SQL Query Manager update statement, or automatically via XEI integration.

#### ***All LMS Licenses Include:***

- All product documentation
- All product updates, upgrades and monthly service releases
- ANGEL LMS – Two Copies
  - Production instance – Hosted by ANGEL
  - Development license copy which can be installed on customer's environment
- Technical Support for two named system administrators (described below)

- It is also important to note that ANGEL’s pricing includes essential capabilities that other systems often consider extras or only make available in “enterprise” versions. All of the following (and much more) are included with ANGEL:
  - Mentor Portal/Insight Window
  - Secure Browser
  - Learning Outcomes Management
  - Wikis, Blogs, Podcasting & Discussion Forums
  - Community Collaboration
  - Learning Object Repository
  - Database Schema / APIs
  - Multiple Language Support
  - Portal Framework

### **ANGEL’s Standard Administrator Support**

ANGEL Learning looks at customer support not only as a way to provide responsive service, but also as a means of capturing “the voice of the customer.” This feedback drives our product development innovations.

As a key element of ANGEL Learning’s strategy, responsive Technical Support is a central consideration for the Company. The core service, Help Desk for the ANGEL Administrator, is available standard to all ANGEL licensee institutions. Support is provided for the primary ANGEL Administrator and one backup via a specialized support website, email and telephone. The support website is available 24x7. Turnaround time on all forms of request is commonly less than one business day.

ANGEL System Administrators Standard Technical Support includes:

- Access to our service experts live 8am- 7pm, Mon to Fri Eastern
- Access to the ANGEL Service Portal 24 x 7 from any location
  - Search or browse an ANGEL Knowledge Base at your convenience
  - Download the latest ANGEL software and documentation
  - Review new product release notes or tips on programming and customizing ANGEL
  - Read answers to questions about running queries, programming ANGEL components, ANGEL security tables, and a multitude of other topics
  - View your personal or your institution's service request history
  - Support for updates and upgrades

Because administrator support is viewed within the ANGEL Learning culture as a significant differentiator that sets us apart from other vendors, resolution time – and ultimately product quality – is always a focal point of organizational objectives.

### **ANGEL Minimum LMS Implementation Package**

#### **ANGEL Implementation Services**

(20 hours of support included in start-up implementation package):

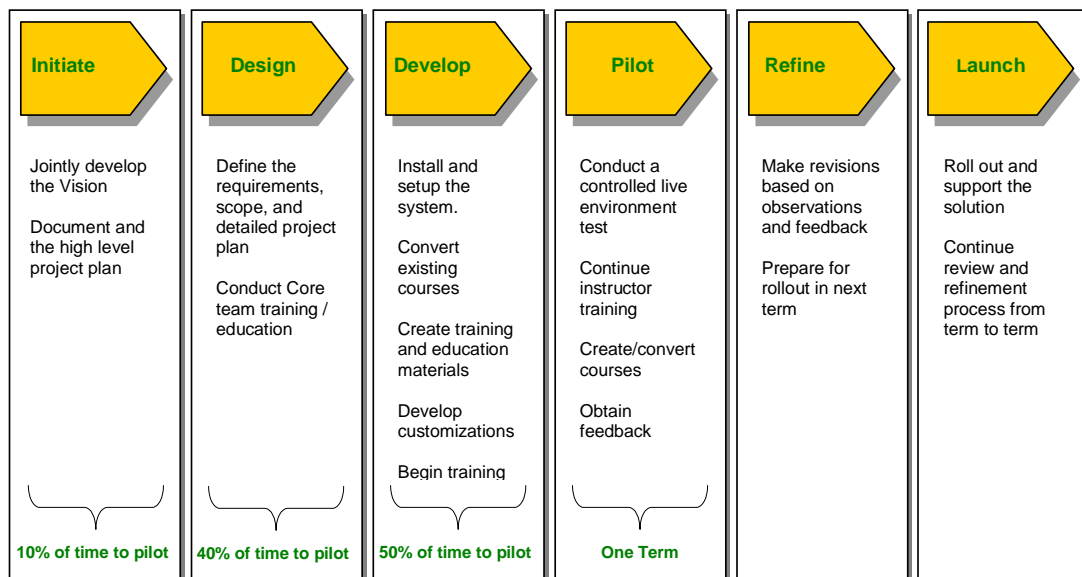
ANGEL program and project managers utilize the ANGEL Implementation Framework to guide all ANGEL LMS implementations.

Our approach serves as a framework with significant latitude for adjustment based upon various factors such as available timeframes, capacity, resource skill levels, and economic pressures. This framework is based on the Microsoft Solutions Framework (a best practices guide to planning, building and deploying projects) and the results of our experience and input from the ANGEL LMS community. This facilitative process assists our customers on building consensus throughout the project.

The following phases provide major milestones for the implementation team. They can be scaled to meet the time pressures of the project and can be performed iteratively to build on prior aspects of the implementation. Throughout, there should be frequent and regular communication and there is (and should be) a healthy tension among scope, delivery date, and quality.

### -Project Activities-

- Initiate – Project preparation, kick-off and the use of the Implementation Framework; Installation Support- Pre-installation session with staff responsible for downloading and installing ANGEL software (self-hosted) or installation of ANGEL software on hosted server (ANGEL hosted)
- Design – Facilitated sessions on the process, options and tools necessary to perform the configuration, course conversion, integration and installation activities Development - Topics driven by the needs of the institution with the purpose of identifying and addressing challenges that arise during the implementation process.
- Pilot - Opportunity to discuss and work through remaining topics and issues prior to the beginning of the pilot term. Topics are determined based on the needs of the institution and may include more detailed or advanced topics.



Although the implementation will be customized to meet the needs of Tacoma, below is a list of the typical series of meetings which will be facilitated by the implementation project manager during the implementation. Depending on scheduling and availability of College resources, it typically will take 6-8 weeks to work through the following steps. A good way to pace these sessions is to conduct the *Transition and Planning Meeting* and

the *Kickoff Meeting* during the first week. The following meetings would then be scheduled to occur at the rate of about one per week. This works well as it gives time to complete the meeting preparation and follow-up work that is required with most of these sessions:

### **LMS Implementation Meetings**

- **Transition & Planning Meeting (1.5 hours)**
  - Introduce ANGEL Implementation Services and schedule implementation meetings.
    - Understand customer's implementation goals and milestones
    - Explain training, implementation, and support services
    - Schedule key implementation meetings
- **Implementation Kickoff Meeting (2 hours)**
  - Define Project Charter and coordinate customer and ANGEL timelines.
    - Introduce extended project team, explain ANGEL implementation framework
    - Define project charter and timeline
    - Confirm any unscheduled meetings and training
- **Installation Overview (2 hours)**
  - Understand ANGEL LMS infrastructure requirements and installation procedure.
    - Define ANGEL architecture
    - Identify system requirements & confirm customer infrastructure meets minimum requirements
    - Review Installation procedure
- **Configuration Design (4 hours)**
  - Enable customer with the knowledge and ability to configure the ANGEL environment to best suit their institutional organization.
    - Introduce the ANGEL Portal Framework
    - Define customer's organizational structure/hierarchy
    - Define organization codes/titles as they relate to ANGEL Classification Codes
    - Define Account Groups and domain settings
    - Establish system configuration policies (time permitting)
    - Establish a term rollover policy (time permitting)
- **Content Development/Conversion (2 hours)**
  - Enable customer with the knowledge and ability to convert/import existing content and create new content for their ANGEL site.
    - Understand customer's course conversion issues
    - Propose solutions and strategies for content conversion/creation
    - Demonstrate use of the Batch Import utility
- **Data Integration and Term Administration (2 hours)**

- Enable customer with the knowledge and ability to effectively administer their ANGEL site.
  - Demonstrate the Batch Account Create and Enroll processes
  - Demonstrate the Batch Course Archival process
  - Present site administration best practices strategies
  - Schedule status call(s) related to project milestones (pilot, production, school terms)
- **Configuration Design Review (1.5 hours)**
  - Enable customer with the knowledge and ability to identify changes needed and make adjustments to their ANGEL site.
    - Validate system usability from student and faculty perspective
    - Make adjustments as necessary
- **Pre/Post Pilot Status (1 hour)**
  - Address outstanding customer concerns and/or issues.
    - Understand customer concerns and/or issues
    - Propose strategies/solutions to address concerns and/or issues
    - Schedule additional calls as needed
- **Post Launch Status (1 hour)**
  - Gather post launch feedback from customer Understand customer's implementation goals and milestones
    - Dialog with customer after official launch to gather feedback
    - Explore training options to increase breadth and depth of ANGEL adoption

### **XEI Implementation Services**

Since XEI is an optional module, the XEI implementation service package is a supplement to the core implementation package and includes an additional 10 hours of support, which like our LMS implementation follows a proven approach delivered through a series of meetings in which our XEI expert will assist your staff in the set-up and configuration of XEI. If purchased, the ANGEL Implementation Project Manager will schedule the XEI implementation component of the implementation when appropriate in context of the overall implementation. This will typically occur following the Data Integration meeting that occurs as part of the LMS implementation track.

The hours provided in the standard LMS & XEI implementation package are typically adequate to provide necessary support for the implementation process. However, even after those hours are exhausted, the College's ANGEL Administrator's still have access to all of ANGEL's standard support resources. Unique implementation needs, such as LMS customization requests, etc. may require purchase of additional technical consulting services.

**Online ANGEL Administrator Fundamentals Course (2 seats included in start-up package)**

The online ANGEL Administrator Fundamentals course provides the administrator with an in-depth to the administrative tools used to support an ANGEL implementation. The course is asynchronous - similar to the format of our online ANGEL Instructor training course – and allows the administrator to precede through the activities at his/her own pace. Each lesson contains multiple hands-on activities and a checkpoint assessment to familiarize the administrator with common administrative tasks. The course presents detailed concepts in a "walkthrough" format, generally discussing tools by category and in the order they are presented in the Administrator's Menu.

**Online Instructor Fundamentals Course (2 seats included in start-up package)**

The online Instructor Training Fundamentals course provides a practical focus on key aspects of ANGEL for instructors and instructional designers. The course is moderated and typically requires 8-16 hours to complete. Topics include: Course creation, Effective utilization of assessment and collaboration tools, and advanced course design. This course is often a good way to jump-start a train-the-trainer approach.

**ANGEL Hosting Services**

ANGEL Learning's Application Hosting Service is designed to take the technical knowledge and expertise of the ANGEL product specialists and mold that into an enterprise-level solution for our hosted customers.

- Pro-active technical expertise
- Performance monitoring & troubleshooting
- Expert LMS installation management
- Server configuration & management
- Proven performance
- ANGEL signature responsiveness

Two levels of hosting services (Gold and Silver) are available to meet the specific service level, security and financial needs of our clients. *An appendix is provided with this response that provides an overview of Gold and Silver hosting service options.*

Pricing and assumptions for hosting services are calculated based on actual usage by similar sized community colleges who use ANGEL. Although we believe the numbers to be accurate, it is possible that hosting prices may need refinement if Tacoma has unique programs or course retention policies that would require additional server or SQL space allocations.

**Hosting Space Allocations in Tacoma's Proposed Hosting Option**

	<b>Disk Space (GB)</b>	<b>SQL Space (GB)</b>
<b>Year One</b>	27	8
<b>Year Two</b>	30	9
<b>Year Three</b>	33	10

When contemplating space requirements, it is helpful to note that ANGEL consistently finds that customers moving from other systems typically require significantly less disk

and SQL space. This is due to a combination of technical efficiencies, the way ANGEL audits space, and the ability to leverage the integrated Learning Object Repository. However, to ensure space allocations are adequate, a disciplined course archive policy is also recommended. ANGEL strives to take a proactive role in space management and will employ a process to help keep each customer on track with their course retention model. As part of our proposed hosting service ANGEL will assist Tacoma in the Archive process.

ANGEL will provide assisted archive services up to three times per year. Here is an example of how that process works:

If a customer's model is to only keep one term online, then at the end of every term, we'd help build a list of the courses the customer wants to archive. Once that list is compiled and proofed by both our hosting group and the customer, we run the batch archive process. This process creates all of the course level archive/backup files. Once this is finished, we make sure that all archives have been created according to our original list. We then deliver the archived courses in a way that works best for that customer: download via Secure FTP, shipping DVDs, or shipping a hard drive.

### **ANGEL XEI (Extended Enterprise Integration) Software**

XEI is an optional module that automates the interchange of data from the school's master database to ANGEL, ensuring that the databases are kept up-to-date and accurate without requiring manual steps. Most commonly, institutions create and update course and user account data in ANGEL including course enrollment drops and add, from the source databases.

This capability is a web service setup to run automatically on a scheduled basis (e.g., daily, every six hours, hourly, etc.) and does not require a person to export information from the source database into a file, move the file, and invoke the ANGEL import process (as does the Batch Enrollment Wizard in base ANGEL).

As with the LMS, XEI requires an annual license fee, which includes all documentation and all updates / upgrades that are released during the term of the contract.

XEI requires its own set of basic implementation services which are previously described in this document. XEI implementation services include 10 hours of support and require the one-time fee noted in the pricing table.

### **Recommended Training Package**

As noted above, the minimum start-up implementation package contains two seats of Online Instructor Training and Two Seats of online Administrator Training. The Administrator Training seats should be used by your primary and secondary ANGEL Administrators. The two seats of online Instructor training may also be best used by your Administrators or other core team members who will be leading the change management effort, conducting your own training programs and/or supporting your faculty.

Following the initial seats of online training, we have recommended the onsite Instructor Fundamentals Training Workshop as it is a popular way to jump-start a train-the-trainer program by getting a core group of “power-users” trained on ANGEL.

**Onsite Instructor Training Workshop** For groups of up to 12 instructors, this one-day classroom option is an excellent alternative to the Online Instructor Training where the focus and interaction of a “live” classroom is beneficial. This education session includes the combination lecture and hands-on exercise during the event and two weeks of online follow up conducted via instructional support group.

From here, Tacoma will have a good grasp of training requirements and should be well on the way to an effective transition. At this point, we’d suggest that you utilize seats in online and remote courses on an as needed basis (see Other Optional Services section below). Addition of an Advanced Onsite Workshop later in the first license year or during the second year is also popular to extend your use of ANGEL.

**Pricing Table Summarizing Other Optional Products and Services**

The following products and services are available for purchase as needed or desired by Tacoma. List shows current ANGEL pricing, which is subject to change.

<b>Training Options</b>	
<b>Online Instructor Training Course</b>	\$500 per additional seat (bulk purchases available)
<b>Online Administrator Training Course</b>	\$500 per additional seat
<b>Onsite Instructor Fundamentals Training Workshop</b> (maximum 12 participants)	\$5,000 (includes expenses) <i>This one-day workshop is included in the recommended package but is also listed here as some institutions will purchase multiple workshops.</i>
<b>Onsite Advanced Instructor Training Workshop</b> (maximum 12 participants)	\$5,000 (includes expenses)
<b>Remote Training Courses</b>	Varies, range is typically \$300-\$850 per seat  See url for information on various remote training sessions that are currently scheduled: <a href="http://www.angellearning.com/services/customer-support/education-training/">http://www.angellearning.com/services/customer-support/education-training/</a>
<b>Consulting Service Options</b>	
<b>Technical Consulting</b> Hours sold in blocks or on a scope of work basis.	\$200-\$225 per hour (discounts for block purchases)

<b>Technical Service Bundles</b>	A variety of technical service bundles are available to institutions that require additional technical assistance in managing the ANGEL environment.
<b>Support Options</b>	
<b>Additional System Administrators</b> (beyond first two)	\$500 per person per year
<b>Premium Administrator Support</b>	\$12,800/year (includes one incident QTR) additional incidents at \$200.
<b>Optional Product – ePortfolio</b>	
<b>ePortfolio</b> - A learner centered, institution focused online portfolio. An optional module that can be seamlessly bundled with the ANGEL LMS.	ePortfolio is licensed annually on a per user basis. Specific pricing available upon request.
<b>ePortfolio Implementation</b>	\$2,500, one time fee
<b>ePortfolio Hosting</b>	Varies depending on number of users licensed and hosting space requirements. <i>Quote available upon request.</i>

## Appendix: ANGEL Hosting Services - Silver / Gold Overview

Feature	Gold	Silver
Redundancy and System Failover	<ul style="list-style-type: none"> <li>Load balanced web servers (minimum 2)</li> <li>Database server with automatic failover</li> </ul>	<ul style="list-style-type: none"> <li>Separate web server and database server</li> <li>Hardware failure replacement within 2 hours</li> </ul>
Health Monitoring & Alerting	<ul style="list-style-type: none"> <li>External 3<sup>rd</sup> party monitoring to ensure system availability</li> <li>Extensive health monitoring and adjustment</li> </ul>	<ul style="list-style-type: none"> <li>Internal system monitoring</li> <li>Health monitoring at primary system points</li> </ul>
Customer-facing Reports	<ul style="list-style-type: none"> <li>Near-real time system reports available from an web page for uptime, utilization, page hits, bandwidth and error reporting</li> </ul>	<ul style="list-style-type: none"> <li>Not available</li> </ul>
Security	<ul style="list-style-type: none"> <li>SSL encryption as standard</li> <li>One point-to-point VPN tunnel as standard</li> <li>Direct access to SQL database as an extra option</li> <li>External Authentication to any supported authentication source.</li> </ul>	<ul style="list-style-type: none"> <li>SSL encryption (option)</li> <li>One point-to-point VPN tunnel (option)</li> <li>Direct access to SQL database (not available)</li> <li>External Authentication to a single POP or Active Directory LDAP environment. (option)</li> </ul>
Advisory Services	<ul style="list-style-type: none"> <li>Three term-change advisory sessions with follow up annually.</li> </ul>	<ul style="list-style-type: none"> <li>Capacity limit warning messages</li> </ul>
Scheduled Maintenance Windows	<ul style="list-style-type: none"> <li>Max scheduled maintenance of 5 hrs/mth</li> <li>Window 2am-5am local max once per week.</li> </ul>	<ul style="list-style-type: none"> <li>Max scheduled maintenance 12 hrs/month</li> <li>Attempt to use off-peak hours.</li> </ul>
Backup & Restore	<ul style="list-style-type: none"> <li>Immediate restore pool for files and database of 14 days</li> <li>Off-site archive daily.</li> <li>2 Course Restores / calendar year</li> <li>Each additional restore is \$500</li> </ul>	<ul style="list-style-type: none"> <li>Immediate restore pool for files and database of 7 days</li> <li>Off-site archive weekly</li> <li>Individual Course Restores are available at a charge of \$500 per restore.</li> </ul>
Disaster Recovery	<ul style="list-style-type: none"> <li>Operational with 24 hours of major disaster</li> <li>DR plan tested annually</li> <li>Max data loss of 24 hours</li> </ul>	<ul style="list-style-type: none"> <li>Operational within 96 hours of major disaster</li> </ul>
Tailored Solutions	<ul style="list-style-type: none"> <li>Code customization by customer with review by ANGEL</li> <li>Portal nugget configuration by customer or ANGEL</li> <li>Code customization also available from ANGEL</li> </ul>	<ul style="list-style-type: none"> <li>Code customization by ANGEL</li> <li>Portal nugget configuration by customer or ANGEL</li> </ul>
Service Level Agreements	<ul style="list-style-type: none"> <li>Uptime 99.9% guarantee</li> <li>Performance 5 sec server response time</li> </ul>	<ul style="list-style-type: none"> <li>No SLA, but strong historical performance</li> </ul>

