

Open Polytechnic

KURATINI TUWHERA

Request for proposal (RFP)

Version 1.0 – 30 September 2015

Title of RFP Project	Design and development of online educational courseware and assessment materials
Name of Organisation responding to this RFP	Click here to enter text.
Open Polytechnic Reference	RFP for outsourcing of design and development of educational courseware and assessment materials

TABLE OF CONTENTS

Table of Contents	2
Section A Introduction - Overview and RFP Background.....	3
Section B Request for Proposal Process.....	4
Section C Request for Proposal Conditions.....	8
Section D Specifications – Open Polytechnic Requirements.....	11
Section E Request for Proposal Timetable.....	11
Section F Request for Proposal Form	12
Instructions for Completing Request for Proposal Form:	12
Part One – Respondent details	12
Part Two – General Information	16
Part Three – Quality Assurance.....	17
Part Four – Technical Expertise (Online) and Creativity.....	18
Part Five – Project Management	18
Part Six – Pricing & Value for Money	18
Part Seven – Assumptions and dependences	19
Part Eight – Open Polytechnic contract	19

1. Purpose of request for proposal

This request for proposal ('RFP') is issued by Open Polytechnic of New Zealand ("Open Polytechnic"). Open Polytechnic invites proposals for the provision of services in relation to the design and development of course and assessment materials that meet or exceed the requirements as set out in this RFP Schedule D and match the standard of the example in Section B, 5.

2. Background

This RFP details Open Polytechnic's requirements for suppliers who wish to submit a proposal that meets Open Polytechnic's requirement for the specified services in the most cost-effective, efficient and timely fashion.

3. Overview

Open Polytechnic seeks responses from the market place that will offer economically advantageous solutions for current needs and needs extending into the foreseeable future.

4. Scope of Work - objectives

The goal of this RFP is to identify partners to achieve the following objectives:

- Development of online course materials for 20 credit (200 hour equivalent) courses, to specification.
- Management of project from beginning to end through each phase i.e. writing, review, educational design, editing and production.
- Build relationships within our business to understand our needs and provide proactive service.
- Provide quality online course materials for our learners.

5. Scope of Work - example

To give suppliers a clear understanding of the genre of online courseware that needs to be developed, the Open Polytechnic provides an exemplar course. Request the url and login to access this course from Roy Hoogmoed, roy.hoogmoed@openpolytechnic.ac.nz or Emma Johnson Emma.Johnson@openpolytechnic.ac.nz. Please note that access to the sample is only permitted for the purposes set out in the RFP.

6. Open Polytechnic Authorised Representative

Any queries regarding this document or your proposed RFP response should be addressed by email to the Open Polytechnic's Authorised Representative:

Roy Hoogmoed, Operations Manager
Open Polytechnic of New Zealand
Email: roy.hoogmoed@openpolytechnic.ac.nz

- Subject to the Request for Proposal Conditions in Section C, Open Polytechnic will not be bound by any other statement, written or verbal made by any other person other than the authorised representative.

7. Open Polytechnic Information

Except to the extent required by law, Open Polytechnic may withhold any information from any person for any reason, and will not be responsible to any person for any information provided under or in connection with this RFP.

8. Confidentiality of Supplier Information

All RFP responses received by Open Polytechnic shall be retained by Open Polytechnic and shall be treated as confidential at all times. Open Polytechnic is however subject to the Official Information Act 1982. Respondents should note that information provided by respondents may be required to be disclosed under the Act.

Open Polytechnic will also deal with any personal information about respondents, their employees, agents and contractors in accordance with the provisions of the Privacy Act 1993.

9. Closing Date and Time

Respondents are requested to provide an electronic version of the RFP document

- 1) PDF (inclusive of Part One of Section F **to be signed by an authorised representative of the Respondent**).
- 2) MS Word 2010 also signed.

- All electronic RFP documents must arrive at the above email address no later than 5.00pm, Fri 23rd October 2015.
- Any corrections or amendments to any submitted proposals must be provided in writing and received by Open Polytechnic prior to the closing date.
- Respondents should ensure that their RFP is delivered before the closing date and time. In general, Open Polytechnic's policy is not to evaluate late proposals. However Open Polytechnic reserves the right to accept and evaluate, or decline and not evaluate late proposals or proposals that do not conform to the terms of this RFP document, at its absolute discretion.

10. Validity Period

Once submitted, each Proposal remains open for acceptance by Open Polytechnic and is irrevocable and may not be withdrawn or modified, except with the written consent of Open Polytechnic, until the expiry of at least 90 days after submission closing time.

11. Deviations from Proposal Form

Any deviations from Open Polytechnic's Request for Proposal Form must be clearly marked and a written explanation given for any deviation. Open Polytechnic reserves the right to reject such Proposals should the deviation(s) prove unacceptable in the opinion of Open Polytechnic.

12. Changes to the RFP by the Polytechnic

Open Polytechnic reserves the unrestricted right, at any time, to make any changes to the RFP and to the RFP process. Where a significant change affects either the scope of work or the RFP process, Open Polytechnic will either notify the person or organisation initially to advise of the RFP.

Following notification, the Request for Proposal Form is deemed changed as specified by Open Polytechnic. If a Proposal has been submitted prior to the change, the Proposal may be withdrawn and modified to take account of the change and resubmitted by the closing time or any new time set by Open Polytechnic at its discretion.

13. Evaluation Process

The Open Polytechnic Evaluation Panel for this RFP will consider all conforming Proposals. Once Proposal evaluations are completed, negotiations with a preferred supplier may be undertaken.

Open Polytechnic will evaluate how each Proposal meets the requirements of this RFP. Evaluation will be undertaken in accordance with a number of key criteria identified by Open Polytechnic (see the next section). Open Polytechnic may contact suppliers during the period of evaluation seeking clarification or additional information relating to the Proposals. Selected suppliers may be invited to provide a formal presentation to Open Polytechnic

supporting their Proposal. Open Polytechnic may require this presentation to address specific aspects of the supplier's Proposal. Based on the Proposal received, evaluations undertaken, reference checks, and presentations, Open Polytechnic may select a preferred supplier. Open Polytechnic and the preferred supplier may enter into negotiations to refine the solution or project details, and agree on the terms and conditions of the contract.

Should Open Polytechnic advise you that you are the Preferred Respondent such advice does not:

- Constitute an acceptance by Open Polytechnic or create a contract.
- Constitute an award of a contract to you.
- Imply or create an obligation on Open Polytechnic to enter negotiations with you or award a contract to you.

Open Polytechnic can discontinue negotiations at any time.

Proposals are submitted on the basis that no binding legal relations with Open Polytechnic are created unless, and until, a contract between the parties is executed.

14. Evaluation Criteria

Open Polytechnic may evaluate Proposals based upon but not limited to the following criteria. Suppliers should note that these are not listed in any particular order and may not be a complete list of evaluation criteria. Furthermore they will not necessarily be accorded equal weight.

- **Quality of response** – *an assessment of the completeness, quality and robustness of the response provided by the respondent and the response to any subsequent requests by Open Polytechnic for additional information (including any information provided in a Respondent presentation or obtained by Open Polytechnic through a site visit, if required).*
- **Technical and operational matters** – *solution meets needs, feasibility, fit and readiness to fit with current systems, use of the technology, ease of implementation, timing of delivery, quality of reports, methodology, compliance with specifications, and degree of integration of the product.*
- **Security** – *the extent to which Open Polytechnic is satisfied that the respondent will meet all security requirements re storage of data etc.*
- **Potential as a solution partner** – *your methodology for delivery, demonstrate readiness to develop a partner relationship with internal OP teams.*
- **Value for money** – *the combined value of the likely benefits, total cost of ownership and a subjective assessment of risk as determined by the Open Polytechnic.*
- **Commercial factors** – *quality of goods, warranties, backup service and support, supplier history and performance, commitment to client service, flexibility, and expertise and experience of staff involved with the project.*
- **Contractual alignment** – *willingness to meet open Polytechnic's contractual requirements.*
- **Conformity** – *to RFP documents.*
- **Innovation** – *the degree of innovation apparent in response.*

15. Lowest Price not a Determinant

While the lowest price is a significant factor to Open Polytechnic it is essential that other criteria are also met. Respondents are invited to provide as accurate an estimate of price as possible, to provide Open Polytechnic with a realistic view. Open Polytechnic may use any criteria, and place any weight on criteria it chooses. Open Polytechnic shall not be bound to accept any Proposal.

16. Participation

Open Polytechnic reserves the right at any time and for any reason to exclude, liaise with, select, negotiate with, and/or enter into agreement with any supplier at any time in respect of this project.

17. Rights Reserved by Open Polytechnic

To the extent allowed by law, Open Polytechnic reserves the unrestricted rights to at any time:

- Change any date in this RFP process (e.g., extend or shorten timeframes).
- Apply, or change, any policy or criteria relating to participation in this RFP process or the evaluation of Proposals.
- Exclude any person from this RFP process (whether on the grounds of capability, compliance with specifications, price, government policy or direction, security or operational requirements, or otherwise).
- Restrict or deny supply of or access to any Polytechnic site or property or any of the Polytechnic's personnel, information or other property or to any person.
- Reject or not consider any non-compliant Proposal.
- Liaise, negotiate or contract with any respondent or any other person at any time without disclosing this to, or involving or doing the same with, any other respondent or person whether before, during or after this RFP process.
- Have any of Open Polytechnic's representatives at any reasonable time interview any personnel or any respondent, or any other person as part of its evaluation process.
- Delete any goods or services from this RFP process.
- Change any rule of this RFP process by notice.
- Suspend or cancel this RFP or any process arising from it at any time and for any reason by notice.
- Not accept the lowest or any Proposal, or not enter into any contract.
- Enter into one or more contracts in respect of any part of their requirements.
- Not give any reason to any person for the rejection, failure, or otherwise to any respondent or Proposal, or any suspension or cancellation of their RFP process.

18. Errors and omissions

Open Polytechnic is under no obligation to check any proposal for errors. Acceptance of a Proposal that contains errors will not invalidate any agreement based on that proposal.

If Open Polytechnic discovers errors and/or omissions in the pricing submitted in the Respondent's Proposal prior to entering into an agreement. Open Polytechnic may notify the Respondent as soon as practicable and may require the Respondent to either confirm or withdraw its proposal. Unless the Respondent confirms its proposal within one working day of having received notice the proposal will be treated as if it had been withdrawn.

19. Polytechnic Response

Open Polytechnic will advise respondents of their inclusion in any subsequent shortlist (if Open Polytechnic decides to shortlist respondents). Open Polytechnic anticipates such advice will be issued on or before Friday 30th October 2015.

This date may be subject to extension at Open Polytechnic's discretion.

20. Return of Proposal

Respondents are advised that proposals will not be returned.

21. Subject to Contract

Respondents are advised:

- 19.1. Proposals are submitted on the basis that no binding legal relations with Open Polytechnic are created unless and until a contract between Open Polytechnic and the successful respondent is executed by the parties. This clause applies despite any oral or written advice to the Service Provider that a Proposal is successful or has been, or will be, accepted;
- 19.2. Open Polytechnic reserves the right to negotiate with other Service Providers in the event that a contract cannot be successfully negotiated between Open Polytechnic and the preferred Service Provider;
- 19.3. This RFP, and any provision contained in it, does not give rise to a separate contract between Open Polytechnic and any Service Provider. Furthermore, no legal or other obligations shall arise between the Service Provider and Open Polytechnic in relation to the conduct or outcome of the Proposal process;
- 19.4. Open Polytechnic does not warrant or guarantee the accuracy of any of the information contained in the RFP. Nothing in this RFP or in the relationship of Open Polytechnic and any Service Provider imposes any duty of care on Open Polytechnic and any such duty of care is expressly excluded.

22. Supplier Contract

Open Polytechnic reserves the right not to use the written agreement submitted by the successful supplier. It reserves the right at its discretion to use its own form of contract (which may include GMCs) for the provision of the required goods and services. The final agreement may incorporate negotiated variations to the written agreement proposed by the supplier.

23. RFP Complete and Accurate

All information provided by suppliers and their responses is warranted by the supplier to be complete and accurate in all material respects. The supplier also warrants to Open Polytechnic that the provision of information to Open Polytechnic and the use of it by Open Polytechnic for the evaluation of RFP responses and for the negotiation of any resulting contractual agreement will not breach any third party intellectual property rights. Suppliers will be responsible for verifying the accuracy and adequacy of information supplied by or on behalf of Open Polytechnic.

24. Open Polytechnic Disclaimer of Liability

Whilst Open Polytechnic tries to produce accurate information, it will not be liable whether in contract or tort, including negligence or otherwise to any respondent or any other person in respect of any direct or indirect or consequential loss arising out of the information contained in this RFP and the RFP process itself.

25. Confidentiality

This RFP and the information supplied by Open Polytechnic (either by itself or through its consultants or advisors) in connection with this RFP are confidential. You must not release or disclose any of the information to any person (other than your employees or advisors) without the prior written consent of Open Polytechnic. The respondent acknowledges that Open Polytechnic is subject to the requirements imposed on Open Polytechnic by the Official Information Act and the Privacy Act.

26. Open Polytechnic Not Liable for Costs

Open Polytechnic will not be liable (in contract or tort, including negligence or otherwise) for any direct or indirect damage, loss or cost (including legal and lawyer/client costs) to any respondent or any other person in respect to this RFP process.

27. Open Polytechnic's Security

Every respondent and their representatives must comply with the security and operational requirements of Open Polytechnic where they have access to any of Open Polytechnic's property or information.

28. No Undisclosed Benefits

Respondents must not directly or indirectly provide any form of inducement or reward to any representative of Open Polytechnic in respect of this RFP.

29. Conflict of Interest

Respondents should disclose any conflict of interest in relation to the matters covered by this RFP.

30. New Zealand Currency

All amounts are preferred to be in New Zealand Dollars. Any amount in another currency should be clearly marked as such.

31. New Zealand Time

New Zealand time and dates apply to this RFP.

32. New Zealand Law

New Zealand law governs and New Zealand Courts have exclusive jurisdiction.

33. Due Diligence

Open Polytechnic is authorised to conduct and undertake the necessary steps to assess the proposal, the accuracy of information provided, the functionality of the products proposed and the Respondent's financial stability, operational capability and technical capability by making inquiries or investigations of any organisation or person Open Polytechnic reasonably considers appropriate or desirable, but is under no obligation to do so. This may include solution refinement activities such as proof of concept or prototyping to assess Respondent's capability. Each party will be responsible for their own costs incurred during such inquiries or investigations.

SECTION D SPECIFICATIONS – OPEN POLYTECHNIC REQUIREMENTS

- 1 Courseware developed will cover all topics described in course descriptors and content and assessment plan or equivalent document and will follow the design parameters as set out in the Programme Design Delivery Document (PD3). Content and assessment plan or equivalent document to be developed and approved by the buyer's Contract Manager before content is developed.
- 2 Courseware will be developed in a way that promotes an independent student learning journey, and successful completion and achieves sound learning outcomes.
- 3 Courseware developed will be fit for purpose using Open Polytechnic's automated publishing software, online learning and file share platform.
- 4 Developed courseware will be up to date and accurate, be of good quality and fit for purpose as described in the course descriptors, content and assessment plan, performance standards, guidelines for the development of the courseware or equivalent documentation.
- 5 Formative assessment exercises developed will promote student learning and successful completion and assist the student to assess their learning progression.
- 6 Summative assessments developed will ensure valid and reliable assessment for student achievement of learning outcomes set out in the course descriptors and the content and assessment plan.
- 7 Courseware development will take place within set milestone deadlines and supported by frequent quality checks and clear reporting.
- 8 Full relationship and account management services with different levels of contact along with the development of a full understanding of the needs of the Open Polytechnic with particular attention to peak demand (trimester) times.
- 9 All authors' and contributors' moral rights will be waived, and copyright of all development will be held by Open Polytechnic.

SECTION E REQUEST FOR PROPOSAL TIMETABLE

All times are NZ standard time.

Activity	Date
Publish RFP	1 st October 2015
RFP Closes	23 rd October 2015
RFP Evaluation & Short listing	30 th October 2015
Final Selection & Suppliers notified of outcome	20 th November 2015
<p><u>Important Note</u> <i>The above dates are indicative only and Open Polytechnic reserves the right to change any of the dates above at its sole discretion.</i></p>	

SECTION F REQUEST FOR PROPOSAL FORM

Instructions for Completing Request for Proposal Form

You are required to answer each question in this section. You must use the sections in your response and respond in the same sequence. Where a question is not relevant to your RFP response you must insert "N/A" or "Not Applicable" against the respective question number.

If the answer to a question is in an attachment then you must indicate this by the respective question number and identify the attachment as well.

Part One – Respondent details

1. Respondent's full legal name

[Click here to enter text.](#)

2. Respondent's trading name (if any)

[Click here to enter text.](#)

3. Respondent's contact person

- Name: [Click here to enter text.](#)
- Position: [Click here to enter text.](#)
- Address: [Click here to enter text.](#)
- Phone: [Click here to enter text.](#)
- Email: [Click here to enter text.](#)
- Mobile: [Click here to enter text.](#)

4. Respondent's GST registration No. (if applicable)

[Click here to enter text.](#)

5. Profile of respondent

a. Detail of owners/controllers

- Names: [Click here to enter text.](#)
- Country of Residence: [Click here to enter text.](#)
- Outline a brief history of the Respondent's current company structure, relevant historic information and overall goals and aspirations of the company moving forward. (Informational)
[Click here to enter text.](#)

b. Legal status

Limited liability company? / Other? (specify)

[Click here to enter text.](#)

c. Legal actions

Provide details of any potential or pending legal actions against the Respondent for any reason. (Informational)

[Click here to enter text.](#)

d. Management systems

Provide details of any independently certified quality management systems in place, including the date of the last independent audit. (Informational)

[Click here to enter text.](#)

- e. **Experience in area - major customers and referees** (Open Polytechnic may contact these people; please ensure referees might expect a contact)
Provide information on work that has been undertaken for similar services. At least three referees are required, and it is preferred that one of them be a distance education organisation (if possible). If referees cannot be provided, please state why.
You must provide the following information

Referee #1

- Name, business and location of the organisation
[Click here to enter text.](#)
- Name and contact phone number of a referee at the organisation
[Click here to enter text.](#)
- The period of time the work was undertaken
[Click here to enter text.](#)
- Key factors in selecting this referee for this RFP
[Click here to enter text.](#)

Referee #2

- Name, business and location of the organisation
[Click here to enter text.](#)
- Name and contact phone number of a referee at the organisation
[Click here to enter text.](#)
- The period of time the work was undertaken
[Click here to enter text.](#)
- Key factors in selecting this referee for this RFP
[Click here to enter text.](#)

Referee #3

- Name, business and location of the organisation
[Click here to enter text.](#)
- Name and contact phone number of a referee at the organisation
[Click here to enter text.](#)
- The period of time the work was undertaken
[Click here to enter text.](#)
- Key factors in selecting this referee for this RFP
[Click here to enter text.](#)

f. Financial/Legal information

The Respondent will arrange for and grant to Open Polytechnic permission to contact each person listed below for the purposes of conducting due diligence.

Bank: [Click here to enter text.](#)

- Contact person: [Click here to enter text.](#)
- Phone: [Click here to enter text.](#)
- Email: [Click here to enter text.](#)

Accountant: [Click here to enter text.](#)

- Contact person: [Click here to enter text.](#)
- Phone: [Click here to enter text.](#)
- Email: [Click here to enter text.](#)

Lawyer: [Click here to enter text.](#)

- Contact person: [Click here to enter text.](#)
- Phone: [Click here to enter text.](#)
- Email: [Click here to enter text.](#)

g. Insurance

- Types of cover held and \$ cover: [Click here to enter text.](#)
- Insurers name(s): [Click here to enter text.](#)
- Expiry date(s) of cover: [Click here to enter text.](#)
- Premiums paid to: (date) [Click here to enter text.](#)

6. What does your proposal cover?

- Open Polytechnic's entire requirements? (YES/NO) [Click here to enter text.](#)
- If no, specify: [Click here to enter text.](#)

7. Price quoted to supply deliverables to satisfy the Open Polytechnic requirements

- Price is "GST inclusive"? (YES/NO) [Click here to enter text.](#)
- Price is fixed and firm until: (date) [Click here to enter text.](#)

8. Warranties (if applicable)

[Click here to enter text.](#)

9. Is any license/permit or other authorisation required?

(YES/NO) [Click here to enter text.](#)

If yes, specify: [Click here to enter text.](#)

10. Compliance statement

Deliverables comply with Open Polytechnic's requirements (as below, attached or advised)?

(YES/NO) [Click here to enter text.](#)

If no, explain type and extent of non-compliance for each deliverable concerned.

[Click here to enter text.](#)

11. Draft Contracts for Services

Provide a draft written agreement that you consider applicable for the provision of the services to Open Polytechnic.

Draft Implementation Contract attached (YES/NO) [Click here to enter text.](#)

Open Polytechnic reserves the right not to use the contract submitted by the successful supplier and reserves the right to propose its own form of contract for the provision of the required goods and services or to negotiate a variation to the contract proposed by the supplier to make it acceptable to Open Polytechnic.

12. Contract for Services Terms and Conditions

Following Open Polytechnic evaluation outcome ratification and post-RFP debriefings, discussions may be conducted to verify the preferred Respondent(s) proposal and its capability to provide the services. Subject to these discussions, the draft Contract for Services may be negotiated with the preferred Respondent(s).

Should a satisfactory final agreement be unable to be reached, Open Polytechnic reserves the right, at its sole discretion, to progressively enter such discussions and negotiations with the next ranked Respondent until achievement of an acceptable contract.

Noted and accepted (YES/NO) [Click here to enter text.](#)

Would the Respondent require consideration of any special contractual provisions?

(YES/NO) [Click here to enter text.](#)

If yes, specify below or attach

[Click here to enter text.](#)

The information provided in this proposal, including all attachments, is true and accurate at the time of submission of this proposal and will remain valid for at least 6 months from submission of this Proposal.

Organisation responding to this RFP: [Click here to enter text.](#)

13. Acceptance of Terms and Conditions:

Respondents are required to indicate that they have read and accepted the stated RFP Terms and Conditions contained in Section C of the RFP above by signing the following statement:

We at [Click here to enter text.](#) (respondent organisation) have read and accept the terms and conditions as set out in the Request for Proposal – Student Management System (SMS) solution.

SIGNED FOR THE RESPONDENT

Full name: [Click here to enter text.](#)
Title: [Click here to enter text.](#)
Location: [Click here to enter text.](#)
DATED [Click here to enter text.](#)

(signature)

Part Two – General Information

1. Executive summary

This section should include:

- *An overview of your proposal for the Provision of Services required by this RFP*
- *A summary of the major benefits which, in your opinion, Open Polytechnic would gain from accepting your proposal*
- *An overview of your capability to carry out the works.*

[Click here to enter text.](#)

2. Resources/Capabilities/Experience

- *Names and CVs of the resources and personnel you are planning on utilising on this contract. Please provide CVs of all key personnel.*
- *Provide details of experience of providing similar services in the education sector and/or to government agencies*
- *Describe in detail how you would manage and develop the relationship with Open Polytechnic.*
- *Outline what challenges you think Open Polytechnic currently faces*
- *Outline how you stay at the forefront of technology, emerging media and best practice.*

[Click here to enter text.](#)

3. Third party relationship

Open Polytechnic may engage third party usability expertise for certain areas (i.e. to review and quality assure courseware content). Name instances where you have worked with other such third parties and how you have ensured that this engagement worked for your client.

[Click here to enter text.](#)

Part Three – Quality Assurance

As part of this contract Open Polytechnic expects the successful partner to provide Quality Assurance over the contract outputs.

1. Quality Assurance

How do you plan to ensure that quality of the work undertaken by your company reflects the expectations of Open Polytechnic?

[Click here to enter text.](#)

2. Performance Indicators

How will you contractually guarantee the delivery performance (e.g. milestone delivery payment, or delayed payment on successful delivery)?

[Click here to enter text.](#)

3. Rectification

How do you plan on rectifying any areas of work that Open Polytechnic may not be 100% satisfied with the outcome?

[Click here to enter text.](#)

4. Service Level Agreement

Please provide a proposed service level agreement for the ongoing provision of services which shall cover:

- *agreement objectives*
- *description of services*
- *definition of service levels*
- *performance indicators*
- *reporting*
- *review*
- *mutual obligations*
- *billing and payment*
- *variations*
- *exclusions*
- *escalation procedures*
- *dispute resolution*
- *termination conditions*
- *service schedule*
- *glossary.*

5. Contract completion - compensation for delayed delivery of services

It is imperative that the product is completed and brought into the production environment on time and to required quality standards. It is estimated that delays to the product delivery will result in financial loss to Open Polytechnic. As such we require providers to outline how they will manage any delays and how they will ensure quality. Open Polytechnic requires a provider who proactively manages quality assurance. In particular, deliverables provided should meet quality assurance requirements including being "suitable for its intended purpose". Providers should also incorporate in their proposed contract a payment clause that reserves for Open Polytechnic the right to withhold payment or make part payment where the Services have not been completed or not completed to the required standard. Furthermore the payment clause should provide for Open Polytechnic to make its final payment under the contract upon and subject to the satisfactory completion of the Services.

Part Four – Technical Expertise (Online) and Creativity

As part of this contract Open Polytechnic expects the successful partner to have the required technical expertise and creativity in an online environment for the development of 20 credit courses. See the sample in Section B, 5 for an exemplar.

This section should include:

- Your proposed work plan and approach to development of a course similar to the exemplar
- An example of where you have successfully developed an online course with rich media content and interactivity, and the development process that was followed
- How you would plan to ensure the quality of work undertaken and outputs by your company reflects the expectations of Open Polytechnic
- How you would ensure that budget and timeframes are met
- How you would rectify any areas of work that Open Polytechnic may not be 100% satisfied with the outcome
- Your escalation policy and process
- Indicate the types of activities and functionality you would consider using in Moodle, and a high level rationale for their use
- Describe how you will manage the work to comply with all necessary standards, whilst maintaining quality and keeping Open Polytechnic aware of the progress of the work
- How you would ensure that your solution will engage the learner
- What feedback mechanism do you use to ensure you are using the latest techniques
- How you would know your techniques are working
- How you would ensure your approach includes Maori and Pasifika students.

[Click here to enter text.](#)

Part Five – Project Management

As part of this contract Open Polytechnic expects the successful partner to have the required project management capability to ensure the effective management of projects from beginning to end through each phase i.e. writing, review, educational design, editing and production. Open Polytechnic anticipates its partners to be fully capable of meeting project deliverable dates and standards, to the agreed budget.

This section should include:

- Describe how you would service this account on a day-to-day basis including the name of the account manager who would service this account
- Describe how you would approach collaboration with our in-house team as well as any other suppliers. Provide examples of your past collaborative successes.

[Click here to enter text.](#)

Part Six – Pricing & Value for Money

This section should include:

- A full schedule of pricing for development of a 20 credit course similar to the demo course provided. Include breakdown of costs in start-up and development stage and hourly rates of each supplier resource involve in the work (at least project management / coordination, educational design, editing).
- A description of your quoting process
- Detail as to how you demonstrate cost effectiveness and value for money

Part Seven – Assumptions and dependences

1. Assumptions

Your proposal should set out clearly any assumptions you have made in respect to the requirements set out in this RFP.

[Click here to enter text.](#)

2. Open Polytechnic Dependencies

Describe any dependencies on Open Polytechnic (what and when) that have to be met for work to be delivered on time.

[Click here to enter text.](#)

Part Eight – Open Polytechnic contract

This section should include:

- *Confirmation that OP's standard contract terms and conditions are acceptable to you*

Note that any work order provided to the successful company or companies will be issued with a Statement of Work for each piece of work. The Statement of Work will be under the contract signed as a result of this RFP.