



UCA: Query Set Document

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1.0	Aman K	Sudesna Mahapatra	Ravi Sharma	14 Jun 2025

Legal Queries:-

Sr No	Hurix's Questions	Client Responses
<u>1.2.3 VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE</u>		
1	Hurix's proposed LMS solution includes both proprietary components and third-party tools (e.g., Moodle, AI-based content engines). Can UCA confirm whether partial VPAT or WCAG 2.2 self-assessments for individual components (e.g., core LMS, content modules) will be accepted in lieu of a unified VPAT document at the proposal stage, with a full VPAT provided prior to contract execution?	Partial VPATs will not be accepted.
2	As a bidder leveraging open-source frameworks like Moodle and third-party APIs, can Hurix comply by submitting a WCAG 2.2 Conformance Statement confirming adherence to Level AA accessibility standards (for screen reader compatibility, keyboard navigation, etc.), instead of a formal VPAT template, during proposal submission?	No
<u>1.2.4 TECHNICAL REQUIREMENTS</u>		
3	Can UCA confirm whether Hurix may define a two-week Hypercare period post-go-live, during which all issues will receive expedited resolution, followed by transition to standard SLA terms?	Yes
4	Can UCA clarify whether scheduled downtime for maintenance or upgrades is acceptable, provided it is (a) conducted during non-instructional hours, and (b) communicated to UCA with reasonable advance notice?	Scheduled downtime is unacceptable.
<u>1.2.5 Quality Assurance Plan</u>		

5	For the Quality Assurance Plan, can UCA confirm whether a two-round review cycle with rectification timelines of 10 business days from receipt of feedback is acceptable, and that deliverables shall be deemed approved if no rejection or feedback is received?	N/A
6	Can UCA clarify whether additional revision rounds beyond the initial two would be mutually negotiated and formalized via change request, especially in cases of change in scope or requirements discovered during review?	N/A
<u>1.12 SUBCONTRACTORS:</u>		
7	Hurix is a foreign bidder with a Texas branch and relies on Indian/offshore resources (under 1099 or subcontracted MBE staffing) for delivery. Given the nature of LMS development and ISO-certified delivery controls, would UCA consider allowing limited offshore subcontracting or remote MBE vendor support, provided Hurix retains full contractual obligation and quality oversight?	This would be discussed prior to a contract award.
8	Considering Arkansas Code Reference: A.C.A. § 15-4-303, as Hurix is not a certified MBE and the RFP does not award preference points for MBE status, will UCA give evaluation preference to certified Arkansas-based MBE/WBE vendors under this RFP, or is certification non-essential for scoring or eligibility? Is this a mandatory requirement?	Certification is not a requirement to submit a proposal
9	Considering Arkansas Code Reference: A.C.A. § 4-27-1501 et seq., as Hurix has no physical presence in Arkansas, is it acceptable for a foreign entity with a Texas branch (and no Arkansas employees) to delay registration with the Arkansas Secretary of State until after contract award and only if selected for execution?	Must be done prior to any contract award.

10	Considering Arkansas Code Reference: A.C.A. § 11-10-210, given that Hurix uses offshore and U.S.-based 1099 contractors for all services outside Arkansas, can UCA confirm that Arkansas labor laws requiring W2 employees or I-9 verification are not applicable to foreign contractors without in-state employees?	Cannot confirm at this time.
11	Hurix holds Texas-based workers' compensation and commercial insurance policies. Given no Arkansas-based staff or delivery, can UCA confirm this satisfies the requirement for liability and WC coverage under Arkansas law?	Cannot confirm at this time.
12	As Hurix has no business income sourced from Arkansas and no in-state presence, does UCA confirm that no Arkansas state income tax withholding or remittance is required under the awarded contract?	W-8 form is required for foreign businesses.
13	The RFP does not reference bid bonds or performance security. Can UCA confirm that this LMS software and services RFP is not classified as a "works contract" under Arkansas procurement law, and thus no bonding is required? Is this a mandatory requirement?	N/A
14	Will UCA allow bidders to retain ownership of its pre-existing IP and licensed third-party tools (e.g., Moodle, OpenAI APIs, Adobe software), and only transfer custom-developed deliverables under the "work for hire" model? Is the segregation of proprietary and developed IP acceptable?	Unknown.
15	Will Hurix's ISO/IEC 27001:2022 certification suffice for UCA's security compliance requirements, including data protection, penetration testing, and student data handling?	Cannot confirm at this time.

16	If UCA terminates for non-appropriation of funding (state or federal), would Hurix be entitled to prorated compensation for services performed up to the date of termination? Can UCA consider a mutual notice period of 30-60 days for planned convenience-based termination?	Negotiations are done prior to any contract award.
17	Considering Arkansas Code Reference: A.C.A. § 19-4-1415, will UCA allow Hurix to charge interest on delayed payments beyond 30 days at a rate of 1.5% per month (18% annualized) or the maximum permissible under Arkansas law?	Negotiations are done prior to any contract award.
18	Will there be a mutual negotiation opportunity to negotiate the payment terms, limitation of liability, Termination clause, confidentiality, Intellectual Property Rights, and other contractual terms?	Negotiations are done prior to any contract award.

1.22 PROHIBITION OF EMPLOYMENT OF ILLEGAL IMMIGRANTS

19	Given that Hurix delivers services primarily through 1099 offshore contractors based in India and does not engage W-2 employees in the U.S. except its Texas-based officers, can UCA confirm that I-9 verification is not applicable to offshore or non-U.S.-based contractors, as long as Hurix certifies compliance with A.C.A. § 19-11-105?	N/A. "Illegal Immigrant" refers to persons residing in the US.
20	For the purposes of compliance with Section 1.22 and Arkansas Code § 19-11-105, would UCA accept Hurix's certification that it does not engage any illegal immigrants in the U.S. and that all offshore resources are legally employed under Indian law, thus satisfying the clause without triggering federal I-9 documentation requirements?	This is verified by signing the Combined Certification form.

COMBINED CERTIFICATION:

21	Can the State confirm that I-9 or W-2 verification is not required under Arkansas Code § 19-11-105 for offshore 1099 contractors who reside and perform all services outside the United States, provided they are lawfully employed in their jurisdiction?	N/A. "Illegal Immigrant" refers to persons residing in the US.
22	As Hurix engages remote independent contractors under valid 1099 or subcontracting arrangements offshore, can the State confirm that certification under this clause pertains only to ensuring no illegal immigrant labor is used within U.S. jurisdictions and does not require Hurix to maintain I-9 records for non-U.S. contractors?	N/A. "Illegal Immigrant" refers to persons residing in the US.

Functional Queries:-

1	What specific third-party tools (e.g., Turnitin, Respondus, Zoom) must the LMS integrate with, and are there preferred integration protocols (e.g., LTI, API) to support the "integration with third-party tools" requirement in Section 3.1	We integrate with Ellucian Banner, Kaltura, Respondus, Ally, Top Hat, VitalSource, ProctorTrack, Zoom, and many publishers.
2	Does UCA require specific analytics or reporting(custom) features (e.g., real-time dashboards, predictive analytics) for the "logs, tracking, reports, data analytics, and organizational hierarchy" functionality in Section 3.1 If yes, please mention?	We expect student success analytics to be included in the chosen LMS solution.
3	Are there specific security certifications (e.g., SOC 2, ISO 27001) or data encryption standards UCA requires for the "security capabilities" or compliance, which are mandatory to follow?	As a minimum, we expect this solution to at least provide SOC 2 certification of security practices to safeguard user information. Additional standards are certainly welcome.

4	Kindly provide an estimated number of users (faculty, students, administrators) and concurrent sessions the LMS must support to meet scalability requirements	20.4k users 11.9k unique logins
5	Please confirm whether the LMS must support multi-language capabilities or specific internationalization features to meet the needs of diverse learners. If yes, please mention the languages.	Yes, all languages specifically supported by other contemporary LMS solutions.
6	Please confirm the complete list of user roles (beyond administrators, instructors, learners, technical staff, and instructional designers) that the LMS must support.	Dept Chair, SI Leader, TA, Guest student, Guest instructor, API roles, other speciality roles as needed.
7	Please confirm that if UCA is looking for an SSO login for any specific user roles?	We require all faculty and student users to use SSO logins.
8	Does UCA prefer a hybrid mobile application or dedicated native applications for iOS and Android to meet the mobile application requirements? Please confirm	To be determined; we require a fully functional mobile application.
9	Please provide details on the expected data volume (e.g., number of courses, users, or storage size) to be migrated from Anthology Blackboard Learn to the new LMS for the “comprehensive migration services”?	7,725 courses Approx 4 TB
10	What specific platforms, beyond the Student Information System (SIS), must the LMS integrate with to meet the “integration with third-party tools” requirement?	See #1
11	Please provide a detailed feature list for the LMS, specifying required functionalities for course management, user management (e.g., role-based permissions), communication (e.g., chat, announcements), analytics, accessibility mobile application, integration, and	See the evaluation criteria of the technical proposal.

	migration, to ensure a comprehensive understanding of the system requirements.	
12	<p>What specific tasks does UCA expect to achieve using generative AI in the LMS (e.g., automated content generation, personalized learning recommendations, AI-based grading, predictive analytics, or enhanced accessibility features)?</p> <p>Please mention</p>	We expect the chosen vendor to integrate GenAI functionality in a systematic manner with privacy protections in place for all institutional data.
13	Please confirm the list of all third-party tools or platforms that are expected to be integrated with the proposed LMS. Kindly specify their names, purpose, and any available documentation or APIs, if applicable.	See #1
14	For the line item mentioning the involvement of an "Instructional Designer," could you please elaborate tasks expected from this?	The four full-time instructional designers at UCA will be providing the RFP committee with their assessment of the pros and cons of each LMS that is considered as a finalist.
15	Please specify the type of database(s) currently in use within your system. Kindly mention the database technology (e.g., MySQL, PostgreSQL, Oracle, MongoDB, etc.), hosting environment (on-premise or cloud), and any relevant version details if available	Our current LMS is cloud based, and it is not known what database is used.
16	<p>Could you please confirm which cloud service provider or server environment the current LMS is hosted on (e.g., AWS, Azure, Google Cloud, on-premise, etc.)? This will help us better understand the deployment architecture and integration approach</p> <p>Please confirm whether you are open to suggestions or alternate recommendations regarding the cloud hosting</p>	AWS is our current cloud service provider; unlikely to consider other cloud-based service providers.

	environment or database architecture, if it improves scalability and performance.	
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