

Date Notice Posted April 11, 2025

(OPM use only)

UNIVERSITY OF HAWAI'I NOTICE OF SOLE SOURCE

Item(s) to be purchased: Technical Account Manager Service

Description and quantity of item(s):

Qty. Description

Provide Technical Account Manager (TAM) service for the University of Hawaii Information Technology Services. The TAM service is a dedicated technical contact within D2L Ltd. to increase engagement with D2L Ltd. and optimize the performance of Brightspace, the University's learning management system (LMS). The TAM service organizes communication, researches questions, manages platform updates and enhancements, coordinates project support, increases visibility and escalation paths within D2L Ltd., provides technical assistance, customized reporting, best practice reviews, and strategic and tactical insights of Brightspace for the University. As the developer of Brightspace, D2L Ltd. has proprietary knowledge about its capabilities, features and functionality of Brightspace. The TAM service is only available from D2L Ltd. and will be added to the existing contract.

Party to be awarded: D2L Ltd.

Address: 210 West Pennsylvania Avenue, Suite 400A

City: Towson State: Maryland Zip Code: 21204

Date Contract to be issued: April 18, 2025

(OPM use only)

Procurement Specialist: Kurt Minato

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ANY PERSON WISHING TO FILE WRITTEN OBJECTIONS TO THE ISSUANCE OF THE CONTRACT SHALL FILE THEIR OBJECTIONS WITH THE UNIVERSITY OF HAWAI'I, OFFICE OF PROCUREMENT MANAGEMENT, 1400 LOWER CAMPUS ROAD, ROOM 15, HONOLULU, HAWAII 96822, WITHIN SEVEN (7) CALENDAR DAYS FROM THE DATE THIS NOTICE WAS POSTED.