

Alabama State Department of Education



Request for Proposal

RFP ALSDE 2024-07

STUDENT INFORMATION SYSTEMS

Alabama State Department of Education

Executive Section

Note: FAXED OR E-MAILED PROPOSALS WILL NOT BE ACCEPTED.

Inquiries and response submissions related to this RFP are to be addressed to:

Cindy Gillespie

Office of Operations

Alabama State Department of Education

50 N. Ripley Street, Room P305

Gordon Persons Building

Montgomery, AL 36104

Email: cgillespie@alsde.edu

Deadline:

Proposals must be received no later than 4:00 p.m. on March 29, 2024.

It is required that each vendor clearly mark the envelope RFP ALSDE 2024-07 in the lower left corner of the envelope (Response packages that are not marked will be rejected).

The proposal package must contain the following:

1. **Original proposal plus five copies** with original signatures (The proposal must be signed by an official authorized to legally bind the vendor to the information provided). **One (1) electronic copy** on a USB flash drive in MS Word format.
2. Must be currently registered with The Alabama Department of Finance, Division of Purchasing as a State Vendor and provide vendor number. <http://www.purchasing.alabama.gov>
3. The vendor must complete the affidavit for business entity/employer/vendor. Verification of enrollment in E-verify should be presented on the form found in Appendix A.

Proposal Opening

April 1, 2024

9:00 am

Gordon Persons Building, Zeke Conference Room

50 North Ripley Street

Montgomery, AL 36104

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Table of Contents

Section 1.00 Administrative Overview

- 1.1 Purpose and Background
- 1.2 Anticipated Timetable (may be amended at the discretion of the ALSDE)
- 1.3 Proposal Evaluation
- 1.4 Conditions and Terms

Section 2.00 Scope

- 2.1 Scope of Vendor's Work and Responsibilities

Section 3.00 General Requirements

- 3.1 Requirements of Proposal

Section 4.00 General Terms and Conditions

- 4.1 Governance
- 4.2 Immigration
- 4.3 Conflict of Interest
- 4.4 Discrimination

APPENDIX "A"

APPENDIX "B"

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Section 1.00 Administrative Overview

1.1 Purpose and Background

Purpose: The Alabama State Department of Education (ALSDE) is soliciting proposals for a Student Information and Management System vendor hosted scalable and secured solution. ALSDE is soliciting proposals from qualified software firms to provide a comprehensive, fully integrated, operational Student Information System (SIS) and education business administrative functions that will meet the information needs over the next ten years. A qualified firm is defined as a vendor with multiple years of experience with completed state-wide implementations. ALSDE is seeking an interested company that can provide solutions to address current and future SIS needs. The successful firm shall meet the terms and conditions set forth in this document and all attachments. This RFP requires vendors to submit technical and cost proposals that clearly delineate the vendor's plan for delivering products and services for multiple years.

The RFP includes requirements for all areas encompassing student information and reporting (e.g., student records, registration, scheduling, hosting, testing and assessment results, grades, attendance, state compliance needs and health records). Additional areas to be included are Special Education, 504 and EL compliance records, Professional development documentation and staff transcription, learning management system that fully integrates with the proposed SIS, and analytics suite that includes students plans and interventions that encompass a whole student profile. The ALSDE expects vendors to deliver a solution that will result in no loss of functionality from current SIS functionality.

Background:

The ALSDE serves over 740,000 students across the State in various schools and institutions, pre-K through adult.

ALSDE expects to consider only providers that demonstrate forward-thinking solutions that will sustain the State well into the future.

The SIS must provide functionality to support classroom, school, community, administration and student records administrative functions appropriate for a PK-12 school district. The application system is required to be an existing, integrated software system that incorporates the operational functions described in this RFP.

Vendors are asked to submit a recommended implementation plan and specify the areas where services will be provided as well as clearly specifying the responsibility areas of the ALSDE project team. Implementation plans may include but are not limited to; software installation and configuration, data conversions, interface development, training and implementation support and management. The ALSDE is interested in vendor recommendations on how best to ensure project success, knowledge transfer and positive system acceptance.

To control the cost of the system, the ALSDE will make every reasonable attempt to use the software as proposed without modification. However, the proposal must contain an estimated modification cost based on experience with other customers. The requirements contained in this RFP represent the ALSDE's vision of an integrated system. As such, we realize that the

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

requirements may exceed the offerings currently available in the marketplace. For this reason, proposals will be evaluated in their entirety with attention to immediate functionality as well as flexibility to accommodate changing requirements and technology.

Proposals should clearly delineate how the software system can best satisfy the stated requirements of the ALSDE and how the implementation approach will minimize the risk of delayed implementation.

The ALSDE's objectives are to increase productivity and maintain accuracy and consistency with a greater emphasis on monitoring, analyzing and reporting of student information by:

- Ensuring accurate reporting to the ALSDE to maintain individual-level data including student demographics, course data, discipline, assessments, staff assignments, special education, health, and other data for state and federal reporting. Demonstrated success of this requirement must be shown.
- Utilizing state-of-the-art technology involving data communications and computer hardware and software.
- Utilizing software that is fully integrated and has the ability to expand in the future.
- Utilizing software that has an in-depth reporting capability for both "canned" and ad hoc reporting.
- Reducing the amount of manual and repetitive data entry.
- Achieving faster entry of data, quick access to information and online reporting capabilities.
- Producing timely reports including ad hoc reports without the need for extensive report generation training, or continual internal support or vendor support.
- Utilizing software that is functional for use by the central office and all non-central administrative and program entities.
- Utilizing vendor services of providing the software and all necessary consulting support to install, test, train and implement the new system.
- Real time viewing of data from the State level along with a data warehouse of the data for monitoring, analysis, and reporting including USDoE EDEN reporting.

ALSDE desires to begin planning, implementation (to include data migration of current and archive data), staff training throughout the implementation, and plans to go live with the awarded vendor solution for the Student Information System State-wide by fall 2024 but welcomes recommendations for proven and successful implementation calendar.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

1.2 Anticipated Time Table (may be amended at the discretion if the ALSDE)

March 29, 2024	Proposal Submission Deadline
March 14, 2024	Question Submission Deadline
March 15, 2024	Question Responses Due
April 1, 2024	Bid Opening

All questions and the ALSDE response to those questions can be found at the following website:

www.alabamaachieves.org

1.3 Proposal Evaluation

An Evaluation Team will review the proposals and make a recommendation. The criteria listed below will be used to evaluate the proposals for the purpose of ranking them in relative position based on how fully each proposal meets the requirements of this RFP.

Evaluation Criteria:

Vendor qualifications and experience 35 points

- Vendor meets the mandatory minimum qualifications and provides an organizational structure and overall management plan for the ALSDE state assessment program.
- Vendor provides narrative of experience and at least three references.

Budget Proposal 30 points

- Vendor provides a cost proposal that is technically sound, cost-effective, includes cost options, and clearly delineates the reasonableness for each required activity and deliverable.

Detailed description and delivery of training materials, presentations, and/or modules 35 points

- Vendor demonstrates technically sound methodologies to manage continued development, including new content development as necessary aligning with ALSDE state and Federal standards.
- Vendor provides a clear solution, capacity, and tools to manage and implement the system, including but not limited to, enrollment, delivery, student and user management, system security, upgrades, user interface interoperability and embedded usability, and accessibility and accommodations features.
- Vendor provides documentation for solutions and procedures to manage and implement training, and quality control to accommodate specified reporting timelines.
- Vendor demonstrates solutions to produce data files, individual student reports, group level reports.
- Vendor demonstrates a method and schedule to ensure timely delivery of high-quality ancillary materials and supports including manuals, training meetings, and modules, and help desk services to ensure uniform statewide administration of the platform.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Best and Final Offers:

The ALSDE may either accept a vendor's initial proposal by award of a contract or enter into discussions with vendors whose proposals are deemed to be reasonably acceptable consideration for award. After discussions are concluded, a vendor may be allowed to submit a "Best and Final Offer" for consideration in a manner and method prescribed by the ALSDE. By submitting a proposal each vendor accepts and agrees to all conditions and requirements herein.

The ALSDE will make all decisions regarding evaluation of the proposal. The ALSDE reserves the right to judge and determine whether a request is compliant with and has satisfactorily met the requirements of the RFP. The ALSDE reserves the right to waive technical and other defects if, in its judgment, the interest of the ALSDE so requires. Any further information disclosed about the RFP during this process will be provided to all vendors in a manner and method prescribed by the ALSDE.

For the purpose of verifying the contents of the proposal, the ALSDE may request additional information, vendor interviews, and content presentations or materials. Discussions may be conducted with vendors that submit proposals determined to be reasonably suitable of being selected for the purpose of clarifying and assuring full cooperation in meeting the required terms. The ALSDE reserves the right to reject at its sole discretion the proposals it deems non-cooperative proposals.

Rejection of Proposal:

ALSDE reserves the right to reject any or all proposals which are deemed to be non-responsive, late in submission, or unsatisfactory in any way. ALSDE shall have no obligation to award a contract for work, goods and/or services as a result of this RFP.

Qualified bidders aggrieved in connection with the with the solicitation of a contract may protest to the Chief Procurement Officer. See generally State of Alabama Department of Finance Administrative Code Regulations at <https://finance.alabama.gov/media/rnii4ga1/administrative-code-355-4-1-01-thru-06.pdf>.

Confidentiality:

All information contained in the RFP is considered to be the exclusive property of the ALSDE. Recipients of this RFP are not to disclose any information contained within the RFP unless such information is publically available. This RFP is provided for the sole purpose of allowing Vendors to respond to these specifications.

Selection Process:

The ALSDE will select the vendor that provides the most technically sound and cost-effective proposal that best fits the needs of the ALSDE. Final selection of the successful vendor will not be based solely on cost. The vendor product will be evaluated primarily on the scope of the activities linked to associated costs as detailed in the RFP. RFPs will be reviewed to ascertain that minimum requirements have been met. The ALSDE reserves the right to conduct discussions with potential vendors in order to clarify information contained in their proposals, but the ALSDE has no obligation to do so. The vendor will provide notice to the ALSDE any partnership with another firm to provide parts of the solution; however, the vendor must provide management of the partner and is responsible for all project performance. Any subcontractor or partner will be subject to the same vetting process as the vendor, and the vendor is responsible for ensuring that each subcontractor acknowledges and is contractually bound by the staffing plan and other commitments listed in this RFP.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Unless provided by law, nothing in this RFP shall be construed to create any legal obligation on the part of ALSDE or any respondents. ALSDE reserves the right, in its sole discretion, to amend, suspend, terminate, or reissue the RFP in whole or in part, at any stage. In no event shall ALSDE be liable to respondents for any cost or damages incurred in connection with the RFP process, including, but not limited to, any and all costs of preparing a response to this RFP or any other costs incurred in reliance on this RFP. No respondent shall be entitled to repayment from ALSDE for any costs, expenses, or fees related to the RFP. All supporting documentation submitted in response to the RFP will become the property of the ALSDE. Respondents may also withdraw their interest in the RFP, in writing, at any point in time, as more information becomes known. If, within the confines of this RFP, the vendor provides intellectual property be it understood that all RFP contents are subject to Open Records Act laws and thus are subsequently in the public domain.

Intent to Award

Division of Procurement will send out an intent to award to participating suppliers, defining the protest period. The CPO, Chief Procurement Officer, is the awarding authority and as such is a signatory on the agreement/contract.

Disclaimer Notice:

The ALSDE shall not be liable for any costs associated with the preparation of proposals or negotiations of a contract incurred by any party.

Availability of Funds:

It is expressly understood and agreed that the obligations of the ALSDE to proceed is conditioned upon the continued availability of funds that may be expended for these purposes.

1.4 Conditions and Terms

Term of Contract, Renewal, and Extension Option:

1. The contract resulting from this RFP is renewable for additional years pending written agreement of the vendor and ALSDE.
2. The vendor shall be fully prepared to commence work after full execution of the contract by parties and the receipt of required governmental approvals.
3. The initial contract period pursuant to this RFP shall be for a contract period of up to 12 months with an option to issue a second, third, fourth and fifth 12-month agreement under the pricing, terms and conditions established in the vendor's proposal and agreed upon by the ALSDE. Second, third, fourth and fifth 12- month contracts, if requested by the State and agreed upon by the vendor, would begin the day after the previous agreement expires. Any subsequent agreement must have the written approval of both the ALSDE and the vendor approximately 30 days before the expiration of the previous contract.
4. Prior to each renewal, ALSDE may subjectively consider the value of the contract to the state, the vendor's performance under the contract and other factors, including but not limited to:
5. If ALSDE determines changes to a contract document are required as a condition to renewal, the ALSDE and vendor will cooperate in good faith to evidence such required changes in an Amendment.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

6. ALSDE, at its sole option, may choose to exercise an extension for ninety (90) days beyond the final renewal option period, at the contract pricing rate. If this option is exercised, ALSDE, at its sole option, may choose to exercise subsequent ninety (90) day extensions, by mutual consent and at the contract pricing rate, to facilitate the finalization of related terms and conditions of a new award or as needed for transition to a new vendor.
7. It is expressly understood and agreed that the obligations of the ALSDE to proceed is conditioned upon the continued availability of funds that may be budgeted or available for these purposes.
8. The contract will commence pending Legislative Review Committee approval and Governor's signature.
9. Proposals should reference each element in the RFP by number on the cover of each copy and be arranged in the same sequence. Vendors must reply to each element of the RFP.

Legislative Changes

1. The content of this RFP is subject to legislative changes either by the federal or state government. If any changes occur prior to the submission deadline, then all vendors will have the opportunity to modify their proposals to reflect such changes by a date certain at the discretion of the ALSDE.
2. If any such changes occur after the submission deadline, then:
 - ALSDE reserves the right to negotiate modifications to the identified finalist and the vendor's proposal reflecting such legislative changes; and
 - ALSDE shall have no obligation to provide unsuccessful vendors with the opportunity to modify their submissions to reflect such legislative changes.

Mutual Responsibilities

1. ALSDE and vendor agree that:
 - neither party grants the other the right to use any trademarks, trade names, or other designations in any promotion or publication without express written consent by the other party;
 - this is a non-exclusive contract and each party is free to enter into similar agreements with others;
 - each party grants the other only the licenses and rights specified in the Contract Document and all other rights and interests are expressly reserved; and except as otherwise set forth herein, where approval, acceptance, consent, or similar action by either party is required under this contract, such action shall not be unreasonably delayed or withheld.

Rights in Data, Documents, and Computer Software

1. Any research, reports, studies, data, photographs, negatives or other documents, drawings, models, materials, or work product of any type, including drafts, prepared by the vendor in the performance of its obligations under the resulting contract shall be the exclusive property of the ALSDE. The vendor shall deliver all such products to the ALSDE upon completion, termination, or cancellation of the contract. The rights of the ALSDE with respect to such products shall include, but not be limited to, the right to copy, publish, display, transfer, prepare derivative works, or otherwise use such products.
2. The ALSDE shall be the owner of all licenses to third party proprietary operating and vendor software packages provided by vendor.

ALSDE's Reservation of Rights

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

1. ALSDE reserves the right to:
 - reject any or all proposals received in response to the RFP;
 - withdraw the RFP at any time, at the agency's sole discretion;
 - make an award under the RFP in whole or in part;
 - disqualify any vendor whose conduct and/or proposal fails to conform to the requirements of the RFP;
 - seek clarifications of proposals;
 - overlook minor discrepancies;
 - use proposal information obtained through site visits, management interviews and state's investigation of a vendor's qualifications, experience, ability or financial standing, and any material or information submitted by the vendor in response to the agency's request for clarifying information during evaluation and/or selection under the RFP;
 - prior to the proposal opening, amend the RFP specification to correct errors or oversight, or to supply additional information, as it becomes available;
 - prior to the proposal opening, direct vendors to submit proposal modifications addressing subsequent RFP amendments;
 - change any of the scheduled dates;
 - waive any requirements that are not material;
 - negotiate with the vendor within the scope of the RFP in the best interests of the state;
 - conduct contract negotiations with the next responsible proposer, should the agency be unsuccessful in negotiating with the selected vendor;
 - utilize any or all ideas submitted in the proposals received;
 - unless otherwise specified in the solicitation, every offer is firm and not revocable for a period of 60 days from the proposal opening;
 - require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors in order to assure a full and complete understanding of a vendor's proposal and/or to determine a vendor's compliance with the requirements of the solicitation; and to request best and final offers.

Considerations and Other Issues

1. Upon completion or termination of the contract awarded as a result of this RFP, the vendor will use its best efforts to assist ALSDE in completing a seamless transition to any successive vendor and/or ALSDE, including, but not be limited to, assisting ALSDE in developing and implementing a feasible transition plan in advance of the anticipated expiration, cancellation, or termination of the contract.
2. The vendor agrees to cooperate fully with any vendor and ALSDE and refrain from any activity that would interfere with the implementation of the transition plan and a seamless transition. The vendor shall provide all items, reports, materials, data, and equipment owned by ALSDE in the vendor's possession, and any information useful to and requested by ALSDE in developing an RFP for a vendor, prior to the expiration, cancellation, or termination of the contract.

Performance Penalty

1. Once completion dates are mutually agreed upon, and the vendor fails to perform any of the services and/or make deliveries within the time specified in the contract, or any extension period, the vendor shall pay the ALSDE the sum of 2.5% of the total annual contract per

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

calendar day for failed or delayed services/deliveries. The vendor shall NOT be charged when delay in performance and/or delivery arises out of causes due to acts of the ALSDE.

2. Should the vendor see that it will not be able to meet a delivery date, the vendor may request an extension via written request. This request may or may not be granted at the discretion of the ALSDE. If written approval is granted by the ALSDE, liquidated damages will not be assessed for the duration of the extension. If an extension is granted any adjustments to the timeline, if necessary, shall be approved by the ALSDE.
3. Failure to correct any errors in materials or prevent disruptions that negatively alter the ability to administer or operate the system will be viewed as a violation of the contract, and the vendor will pay liquidated damages to the ALSDE in the amount of 5% of the total annual contract amount for each day during which the online, electronic, paper, print, or other document is incorrect until a corrected online, electronic, paper, print, or other document approved by the ALSDE is distributed by the vendor. ALSDE agrees that when liquidated damages become a possibility, it will expedite its responses and requirements in this regard in an effort to limit the amount of liquidated damages.

Privacy Considerations

- The vendor, vendor staff, subcontractors, and educators participating in any aspect of this project agrees to comply with all state and federal laws relating to student data and privacy, including the Family Educational Rights and Privacy Act (FERPA).
- The vendor shall be required to sign a FERPA Confidentiality Agreement upon awarding of contract.
- The vendor shall safeguard the confidentiality and integrity of all data received pursuant to this project, place limitations on its use, and maintain compliance with all applicable privacy laws.
- The vendor shall establish appropriate administrative, technical and physical safeguards to ensure the security and confidentiality of all student data.
- Multi-factor authentication
- Boundary management – for logins and monitoring.
- The vendor should include sample confidentiality agreements as an attachment to this proposal.
- In addition to FERPA the vendor agrees to comply with other Federal legislation with regards to student privacy to include but not limited to:
 - The Protection of Pupil Rights Amendment (PPRA)
 - Children’s Online Privacy Protection Act (COPPA)
 - Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- The vendor will comply with the Privacy Act of 1974, 5 U.S.C. § 552a

Vendor Cooperation

1. The development, implementation, administration, and reporting required for the state testing program will require the coordination of activities between the vendor, the ALSDE, and other possible vendors providing services to the ALSDE either currently or in the future.
2. The vendor will be required to provide full cooperation when working with one or more of the parties involved in various aspects of the state testing program.
3. The vendor shall agree that during a transition, all products associated with this RFP shall be in a format readily accessible by other vendors that will not impede the efforts of the ALSDE or the new vendor to continue development and/or delay the continuation of the program.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Section 2.00 Scope

2.1 Scope of Vendor's Work and Responsibilities

The requested proposals are for a comprehensive, fully integrated, operational Student Information System (SIS) and education business administration that will meet the information needs for the foreseeable future. ALSDE desires a single State centralized software system to handle core SIS processing, in addition to offering as many education business administration functions as possible with full integration and processing with the SIS.

Student Information Systems Functionality

ALSDE seeks to license student management software with highly integrated functionality including, but not limited to, the following areas:

- 3rd Party API integration
- Address Specifications (Automated)
- Analytics dashboard suite with comprehensive student profiles
- Assessments – (Tracking and Storage)
- Assignment notifications
- Assignments
- Athletes' eligibility
- At- Risk Monitoring
- Attendance (daily and period attendance, auto calculation of daily attendance from period attendance based on Alabama attendance business rules)
- Auditing monitoring and reporting
- Behavior recording and reporting
- Career-Tech Program and Credential Management
- Certifications tracking for Staff
- Charter Schools
- Civil Rights reporting (CRDC)
- Communications
- External (Automated)
- Internal (Automated)
- Intervention Plans (transfer with student across state)
- Compliance Reporting
- Contacts Management
- Customizable Alerts (workflows)
- Discipline
- District Student Identifier (unique)
- Document Attachment Capabilities and Storage
- EDEN data
- Electronic Announcements
- Employed and Non-employees by vendors
- Employee LMS
- Employee portal
- Enrollment (Regular and extended, multi district enrollment capabilities with student writeback)

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

- capabilities)
- Faculty
- Fixed assets
- Foundational Wellness Tools
- Full Audit Logging / Tracking / Change History (field level reads and writes)
- Grade book
- Grade Reporting (traditional and standard models defined)
- Health (Nurse Logs, Medication tracking, Monitoring of health activities, screenings – mass entry, health concerns, health plan creation, immunization)
- Homeschool students attending approved courses/activities
- Lesson planning
- Master Scheduling
- Mobile and Device agnostic
- Online Course Requests
- Other System/Application/ Export File Integration
- Parent & Student Portal
- Personalized Learning
- Private school students receiving services
- Program History
- Query/ Report Tool
- Registration
- Scheduling
- School, District and State administration
- Special population management and services (Special Education, Gifted, EL, 504)
- Specialized Treatment Centers
- Staff Attendance Recording and Reporting
- Staff Professional Development Suite
- State Enrollment with unique State Student Identifiers (SSID)
- State Data Validation Suite with reporting and error correcting mechanisms
- Student Accountability
- Student Data
- Student LMS
- Student Plans (attachment upload capabilities & transfer with student data across state)
- Student Progress
- Student Scheduling
- Support & Training
- System Administration, Design, Operations
- Tiered Administration and Security
- Transcripts & Graduation Requirements
- Transfers
- Transportation plans
- Transportation routes
- Transportation services
- Truancy tracking and notification system to include truancy queuing with reporting and emailing functionality
- Vendor Management
- Virtual Programs
- Virtual Schools

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Services

ALSDE seeks to procure the following services as part of this project:

- Certified partner integrations
- Change management, including process re-engineering
- Cloud based services (Administration, Availability, Statistics)
- Customization Services
- Dashboards of data points
- Data conversion and migration from existing district and State systems
- Data warehouse
- Dedicated State Support
- Development and replacement of in-bound and out-bound interfaces using API or like services
- Easy to use – consistent and intuitive UX (User Experience)
- Education and student data effectiveness
- FAQ of system
- Federal compliance and USDOE compliance
- Implementation services, including system configuration
- Integration services
- Knowledge base of How to with ALSDE defined and District defined policy
- Predictable data comparisons dashboards
- Piloting and development environments
- Scalable
- SDLC methods
- Single Sign On
- Single Sign On providers integration
- Software maintenance and enhancement support
- Student achievement dashboards
- System documentation
- Testing
- Training and user support
- Transformative data dashboards

Requirements for the SIS Software

The system must provide capabilities that align with the functions described in RFP spreadsheet Appendix B. The completion of all sheets in this form is mandatory and it must be returned with your submission.

Project Deliverables

For purposes of this project, deliverables will be divided into three categories: Written Deliverables, Software Deliverables, and Non-Software Deliverables. Project deliverables, organized by category, are listed below:

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Written Deliverables

- Project work plan (ALSDE and vendor staff)
- Project organization chart (ALSDE and vendor staff)
- Recommendations for ALSDE roles & responsibilities
- Recommendations for project structure and decision-making framework
- Project communication plan
- Project status reports
- Risk and issue management plan
- Architectural design, including an Entity Relationship Design (ERD)
- Software change control process
- Software configuration plan
- Software configuration/design documentation
- Systems interface plan and design/capability
- Detailed testing plan and test scripts
- Data conversion plan and design
- Knowledge transfer plan
- Deployment plan
- Comprehensive training plan, materials, and curriculum
- Complete system use documentation
- “To Be” process maps illustrating how current daily processing will be completed in the SIS
- Complete end-user documentation, customized for ALSDE
- End-user support plan
- Technical support plan
- Application maintenance plan (including upgrades and compliance releases)
- List of minimum and maximum hardware requirements

Software Deliverables

- Baseline SIS software and licenses
- Fully configured SIS software with any customizations required to satisfy state, federal, or agreed upon ALSDE requirements (“Configuration” is defined as any tasks, including system set-up, which can be accomplished without any programming changes. “Customization” is defined as any changes in programming required.)
- Upgrade SIS software and licenses
- Future configuration, customization, outputs, and/or reports required by any potential state or federal legislation
- Functioning of new and existing in-bound and out-bound interfaces API or like services
- Fully tested data conversion programs with documented results for ALSDE signoff
- Provide recommended 3rd party software (any 3rd party software that cannot be provided due to licensing issues should be noted.)

Non-Software Deliverables

- Conduct project kick-off meeting
- Provide dedicated project manager / team
- Provide implementation leadership and guidance to ALSDE project team
- Conduct unit and system testing

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

- Conduct integration testing
- Conduct volume/stress testing
- Support user acceptance testing
- Perform production tests
- Cutover to new software
- Conduct training
- Access to training and system administration material
- Conduct project close-out meeting
- Training
 - Vendor will establish and implement a training plan for system and school educators, administrators, and technology coordinators on all aspects of the program. The vendor should describe written materials, both face-to-face and online module training and other supports that may be developed to ensure that staff are prepared to function within the application environment.
 - This training should be specific to Alabama's needs and developed in collaboration with the ALSDE.
 - Both face-to-face and online trainings should be available throughout implementation.
 - On-going trainings should be conducted with LMS type e-training providing certification for new staff
 - Vendor will be required to develop other resource materials including: user guides, Frequently Asked Questions (FAQ).
 - The vendor shall provide its work plan for training and support. A schedule in table format should be provided identifying the topic, target audience and target dates.
 - Vendor policies, procedures and systems should exemplify user-friendliness and be intuitive to the extent possible.
 - The online modules and face-to-face presentations shall meet ADA standards and minimum of two-week review and approval by ALSDE staff prior to the training date.
- Software Implementation Training
 - Recommended training approach (i.e. instructor led vs. computer-based)
 - Training evaluation tools
 - Training coordination
 - Description of training materials and plans for revision
 - Training timeline
 - User certification / score for effectiveness of training
- Technology Director Training
 - Training on the operation and features of the system.
 - Training on the physical and electronic security of the platform, system requirements for implementing the platform and troubleshooting of technology issues at the school or system site.
 - May include a visual as well as oral presentation and may include other types of interactive technology.
 - Delivery method must be identified.
 - ALSDE reserves the right to preview each training session and webinar.
- Online Training Support
 - The vendor shall describe its plan to provide training and customer support. The description should include training with an easy to understand set of directions, including screenshots, for operating the online assessment software. The vendor may also include other beneficial training materials in its response such as e-learning modules and online tutorials for users.

BUSINESS AND TECHNICAL REQUIREMENTS

Vendor must confirm how your proposed solution meets the following requirements including any limitations towards service delivery, capability, or feature, and indicate if it is in a currently supported release (n) or

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

minimally in the next release (n+1) to be made available prior to the Implementation Date. All requested information must be submitted with the proposal response.

STATEWIDE SOLUTION ARCHITECTURE

The scale of the proposed solution must deliver and implement statewide SIS capabilities for all districts within Alabama.

Provide your number of statewide implementations and the States implemented.

The proposed solution must provide a real-time data for state-level. This state-level data must be able to navigate the totality of SIS data to grant ALSDE real-time data visibility.

Based on your current design how will this requirement be met?

SERVICE LEVEL

The proposed solution must be capable of delivering to 99.9% availability. A Service Level Agreement (SLA) will be required within the finalized statement of work (SOW).

How does your architecture support this requirement? Include any agreements with third party hosting providers.

CUSTOMER SUPPORT

Tier-1 customer support must be provided between 6 AM and 6 PM CST, M-F.

How will your organization fulfill this requirement for the proposed solution.

PROJECT MANAGEMENT

The awarded vendor must provide a Project Manager for the duration of the project to work with the ALSDE Project Manager.

ALSDE requires the proposed Project Manager have prior experience managing large full-cycle IT projects with a minimum of five (5) years prior IT project management experience, to include at least one statewide SIS implementation project.

Provide resume of your proposed Project Manager.

STATEWIDE SOLUTION ARCHITECTURE

Describe how your proposed solution delivers a statewide implementation.

The State understands the myriad approaches to architecturally implementing a statewide solution. Your response should consider scale, statewide visibility, LEA and ALSDE administration, information security, and other factors inherent to an implementation of this size. Simple responses indicating local installations that could be linked together may be grounds for rejection.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Describe the state-level user capabilities allowing for appropriately credentialed user-roles to view, navigate, administer, analyze, report, and communicate SIS data.

Include in your response how this is afforded to select ALSDE staff to engage all AL SIS data across all LEAs vs. data localized to each.

As an example, a school should have access to real-time school-level data, a LEA should have access to real-time LEA-level data, and the State should have access to real-time statewide data.

Describe your approach to cloud, web, and mobile methods of ensuring statewide access for all classes of users and roles.

Include explanations if function or data limitations exist between approaches, and if there is a plan to unify the user experience across all access methods.

Describe your proposed solution's approach to roles, role delineation, information security within those roles, and how that fits with logical breakdowns of responsibility at various levels, e.g., System Administrator, Site Administrator, Super User, User, Analyst, Read Only, etc., as defined within your currently supported release.

To support your response, submit a role and permission matrix of your currently supported release and ensure it clearly communicates State-level roles from District or Local School roles from Individual roles, such as Student or Parent.

Describe your approach to systems resiliency, and specifically elaborate how it pertains to redundancy and failover.

Describe your data storage model and how it affords independence in operation across locations yet maintains holistic data integrity for the State.

Describe your data processing model and how it manages load and latency during non-peak and peak times, e.g., start of day, off-hours, mass enrollment, end of class, end of year, etc.

Describe the branding capabilities within your proposed solution and limitations that ALSDE should be aware of.

STUDENT ENROLLMENT AND REGISTRATION

Describe how students are enrolled in the proposed solution in the following scenarios:

- a. Initial enrollment;
- b. Transferring to a school within the same LEA;
- c. Transferring to a school in a different LEA;
- d. Non-public students visiting one or more classes per day (e.g., home or private school)
- e. Non-enrolled students receiving services (i.e., Pre-K students).
- f. Remotely enrolled students within an LEA
- g. Cross enrolled students between two or more LEAs
- h. Enrollment delivery in SIS via an online enrollment platform

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

<p>Describe how your proposed solution assigns a single unique identifier to students and how this is managed across a statewide implementation.</p>
<p>Describe how students can be enrolled in one LEA and transfer to another without manually copying data or risking duplication in enrollment, while maintaining their unique identifier.</p>
<p>Define how students may pre-enroll in multiple LEAs and be actively enrolled in only one home LEA at any given time.</p>
<p>Describe how the proposed solution facilitates initial online student registration, including transportation requirements and submission of locally required student enrollment documents.</p> <p>In your response, also describe the document types that may be uploaded.</p>
<p>Describe how the proposed solution facilitates class selection and registration for students via an online student portal for all course types, including setting deadlines for registrations and waitlist handling.</p>
<p>Describe how the students can register for multiple sections of the same class in the proposed solution.</p>
<p>Describe how the proposed solution registers students for courses and services when they are not enrolled in a LEA. This includes students who could be receiving services though the LEA, such as Pre-K students, students in virtual courses, visiting students, or migrant students.</p>
<p>Describe how the proposed solution allows bulk enrollment of students in courses.</p>
<p>Describe how the proposed solution captures basic student information, to minimally include student name, address, parent/guardian, emergency contact information, medical alerts, demographics, etc.</p>
<p>Describe how the proposed solution validates and aligns a student’s home address to school attendance zones.</p>
<p>Describe how the proposed solution addresses cross enrollment between schools and LEAs.</p>
<p>Describe how the proposed solution allows students to attend courses at other schools within or across LEAs. Each home and destination LEA should be able to designate class sections available for enrollment across schools.</p>
<p>Describe how grades and attendance records will be automatically available, in real-time, without duplication of data and how teachers at the home and destination schools see the student’s records.</p>
<p>Describe how the proposed solution manages pre-enrollment for the next school year, including course selections, generation of a school master schedule, and scheduling students into sections.</p>

CLASSROOM MANAGEMENT

<p>Describe how the proposed solution addresses period and daily based attendance and scheduling for all courses, regardless of delivery mode. Explain how classes are scheduled in schools with multiple daily bell schedules within the same school, or schools with a mix of period and daily based attendance.</p>
<p>Describe how your proposed solution tracks the mode of instruction for a student at the course level and when it may vary, e.g., in-person, virtual, asynchronous, homebound, etc.</p>
<p>Describe how the proposed solution can support school-within-a-school, which may include multi-school levels at a single location, virtual academies, multi-calendar school models, multi-track year-round schools, academies, and split-day programs.</p>

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Describe how the proposed solution facilitates the input and tracking of data in the following areas:

- a. Migrant Student Identification and Support;
- b. Homeless Student Identification and Support;
- c. Academically and Intellectually Gifted Services;
- d. Limited English Proficiency Services; and,
- e. Students with Disabilities/Exceptional Children.

Please expound upon the type of data included, such as identification, intake, service delivery, progress monitoring, requalification, compliance monitoring, auditing, etc.

With respect to the five areas prior, describe how a plan may be created for a student who qualifies for these services in non-traditional ways.

With respect to the five areas prior, describe how a teacher may be made aware of the plan for a student on their roster. In your response, elaborate on the safeguards in place to prevent exposure of data to non-authorized personnel, teachers or otherwise.

Describe how the proposed solution supports adding co-teachers or teacher assistants to a class, including those who may reside at a school or LEA other than where the course is scheduled.

Describe how the proposed solution enables teachers to track and report grades.

Describe how the proposed solution facilitates competency-based progressions, micro-credentialing, and endorsements.

Describe how the proposed solution can support holistic Learner Profiles, including goal setting and managing progress.

STUDENT MANAGEMENT AND SERVICES

Describe how the proposed solution processes summer enrollment and programming which may span school years.

In your response, elaborate how summer activities, which include credit-bearing, non-credit bearing, and remedial courses, are tracked, including grading procedures and identification thereof for promotion and retention purposes.

Describe how the proposed solution can support tracking of residency or transient residency for students who are identified as homeless.

Describe how the proposed solution can process certifications for homeless students, attendance, and membership.

Describe how the proposed solution manages Free and Reduced Lunch.

In your response, elaborate how data is shared or transferred from state-level systems to point-of-sale systems.

Describe how students who are deemed eligible for Free and Reduced Lunch are identified in the proposed solution and how that identification is managed.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

<p>Describe how the proposed solution tracks lunch service provided to a student in one school when they are from another school or LEA.</p>
<p>Describe how the proposed solution tracks lockers, parking, textbooks, student awards, fines, billing and student fees, and school resources such as assigned devices.</p>
<p>Describe how the proposed solution can securely track medical information, including medications, immunizations, health plans, medical monitoring, and medical conditions.</p>
<p>Describe how the proposed solution tracks and identifies military connections.</p>
<p>Describe how student drop-out is recorded.</p> <p>Provide details on the drop-out reason codes native to your solution and the ability to configure these codes to meet ALSDE need.</p>
<p>Describe how the proposed solution processes student retention, promotion, and graduation.</p>
<p>Describe how the proposed solution tracks mandatory intervention, including after school and summer tutoring.</p>
<p>Describe how the proposed solution tracks non-traditional students, such as homebound, home-hospital, Pre-K sites, incarcerated students, etc.</p>
<p>Describe how the proposed solution tracks students, for example:</p> <ul style="list-style-type: none">a. to alert teachers on student performance or eligibility;b. to provide inputs to teachers on student accommodation; or,c. to provide just in time feedback for student success. <p>In your response, include additional examples, other than those listed, that are accommodated for within your proposed solution</p>
<p>Describe how the proposed solution manages major (e.g., office referral) and minor (e.g., classroom only) discipline data collection.</p> <p>In your response, include examples of workflow and role-based access.</p>
<p>Describe how the proposed solution handles student transportation.</p> <p>Include details about bus route management, car ridership, or special equipment needs, i.e., handicap ramps. For students taking the bus, explain how the system considers varying pick-up and drop-off addresses.</p>

CURRICULUM ADMINISTRATION

<p>Describe how the proposed solution addresses historical grades, report cards, and transcripts in both traditional and competency-based learning environments.</p> <p>In your response, elaborate upon the process for manual grade entry and safeguarding a system- calculated GPA.</p>

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

<p>Describe how the proposed solution calculates athletic eligibility.</p> <p>In your response, elaborate how eligibility may be modified as rules change without the need to customize the base functionality?</p>
<p>Describe how the proposed solution tracks standardized test scores and maintains that history.</p>
<p>Describe how the proposed solution plans and tracks graduation and graduation requirements, to include CTE career clusters and pathways.</p>
<p>Describe how graduation plans can be built based on an anticipated graduation date or a ninth-grade entry date.</p>
<p>Describe how the proposed solution maintains a state-level course catalog and allows for local extension in scheduling.</p> <p>This may be used to allow a LEA to create two instances of the same course code.</p>
<p>Describe how the proposed solution can support Credit by Demonstrated Mastery by exhibiting a deep understanding of the content without course enrollment or seat time.</p>
<p>Describe how the proposed solution manages course codes, and how active codes are used throughout the year without reusing disabled ones.</p>

PARENT PORTAL

<p>Describe how the proposed solution allows all parents (including parents of visiting non-public students) for courses taken in a LEA) to review and inspect educational records, including grades, schedules, student educational plans, personalized learner profiles, etc.</p>
<p>Describe how the parent interface provides notification and approvals for services, such as opt-in/out of FERPA, COPPA, an individual Student Plan, etc.</p>
<p>Describe how the parent and student interfaces can be configured to non-English languages.</p> <p>In your response, include the languages currently supported by your proposed solution and those planned for future releases.</p>
<p>Describe how the proposed solution facilitates parent communication.</p>
<p>Describe the functional differences between the web-based parent portal and any mobile app offered by your proposed solution.</p>
<p>Describe how the Parent Portal access is managed within the proposed solution.</p>

ACCESS

<p>Describe role-based security at the State, District, and Local School level, to include creating user defined roles</p>
<p>Explain your proposed solution's role archetype(s) and inheritance.</p>

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Describe how your proposed solution is device or platform agnostic to allow a type of near zero-trust authorized access from the myriad of devices, browsers, or operating systems generally available.

Describe in detail the role-based access controls for reporting.

APPLICATION AND DATA INTEGRATION

Describe your proposed solution's approach to, and capability for, data integration and interoperability with other systems.

Explain how your proposed solution consumes and publishes data with other systems.

In your response, elaborate on APIs or connectors available within the currently supported release.

Describe how the proposed solution integrates with an Operational Data Store (ODS).

In your response, if you propose a separate ODS service, describe that and provide itemized costs.

Describe how the proposed solution exports data on-demand and what service may be utilized, such as file download, API, or Web Services.

Describe the K-12 standards-based data interoperability supported by the proposed solution.

Describe the proposed solution's real time integration capabilities, including plug-in architecture, standards, and API access.

In your response, include the approval workflows for enabling new plugins and API connections.

Describe any constraint or limitation on all supported APIs and third-party connections within the proposed solution.

Describe common plug-ins and third-party tools that are natively supported within the proposed solution. In your response, elaborate on the process for allowing new third-party tools to be added.

Describe the data standards, to include Ed-Fi, supported by your data schema and your process for aligning to changes made by common standards bodies.

In your response, include a list of Ed-Fi fields mapped in your currently supported release.

Describe the standards bodies that your proposed solution aligns to, such as IMS Global, Access 4 Learning, or Ed-Fi, the specific standards supported, the nature of the support, and how your organization engages with them.

Describe complementary offerings or add-ons that are currently supported to help facilitate input and tracking of data, including identification and intake, planning, service delivery, progress monitoring, requalification, compliance monitoring and auditing in the following areas:

- a. Special Education and IEP services;
- b. Medicaid documentation;
- c. Section 504; and,
- d. Multi-Tiered System of Support

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

- e. At Risk Analysis/ Early Warning.
- f. Staff Professional Development logging and course repository
- g. Staff Coaching and mentoring cycles

Describe any other currently supported complementary product or offering represented by your company that may assist with richness of data or heightened user experiences within the proposed solution.

DATA MANAGEMENT

Describe the various scenarios how the proposed solution validates data in real-time throughout all points of entry, including manual screen entry and bulk file upload.

Describe the data validation parameters available in your proposed solution and how data integrity rules can be maintained.

Describe how data quality is ensured and master data is managed and updated in your proposed solution.

Describe how the proposed solution handles scenarios like duplicate student IDs and single ID for multiple students.

In your response, elaborate how data validation and other safeguards are used to mitigate student ID issues.

Describe how the proposed solution can provide alerts or notifications to various roles based on flags or data elements within the proposed solution.

Explain your proposed solution's measures to prevent unauthorized change to data and ensure integrity.

Describe your proposed solution's End-of-Year process or transition to the next school year.

Describe the data retention and archival process for graduated and inactive students.

Describe how the proposed solution aggregates data across LEAs for statewide reporting and analytic purposes.

Describe your proposed solution's default backup and restore functionality, to include how it maintains independence in operation across locations, and yet maintain holistic data integrity for the State.

In your response, indicate areas, functions, or features afforded to ALSDE to configure this.

Describe how your solution manages data points across the state down to the LEA level, e.g., the hiding of social security numbers.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

REPORTING AND ANALYTICS

Factoring roles and access privileges, at a State, District, and Local School level describe all currently supported operational reports available for functional areas in the proposed solution, to minimally including the following:

- a. Student demographic information;
- b. Schedule;
- c. Instructional minutes and days;
- d. Attendance;
- e. Course catalog;
- f. Grading;
- g. Transcript;
- h. Exceptional Children;
- i. Homeless Students;
- j. Migrant Students;
- k. Transportation;
- l. Food and Nutrition;
- m. LEA Level cross enrollment identifying students who are or were cross enrolled for classes, with clarification (e.g., reason code);
- n. Average class size for teacher and LEA by grade, including any waivers and exceptions;
- o. Retention promotion reporting;
- p. Non-public students and visitor students for courses or services;
- q. School instructional calendar and bell schedule including start and end dates and time; and,
- r. Other available reports not previously identified.
- s. Student plans

Describe the mandatory federal and regulatory reports that are supported in your proposed solution, and the process for updating them to meet revised requirements.

Describe how the proposed solution generates reports for compliance monitoring and certification, including attendance, membership, and course enrollment.

Describe how the proposed solution automatically schedules reports in batch mode.

Describe your proposed solution's process for real-time grade reporting:

- a. From Teacher gradebooks;
- b. For standards-based grading, including printable interim reports;
- c. With tools for academic interventions, e.g., early warning systems or counselor monitoring; and,

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

d. Providing online access to grades.
Describe the management reports and analytic functions available to monitor, manage, and predict activities in all areas of school operations and student management within your proposed solution.
Describe the proposed solution’s ad hoc reporting capabilities available to various roles.
Describe how the proposed solution can produce reports, alerts, and view information on a dashboard to proactively support students, minimally including: <ul style="list-style-type: none"> a. Early warning systems for grades and attendance; b. Non-compliance in service delivery; c. Lack of student progress from support services; and, d. Discipline Reports. <p>In your response, elaborate on the availability of this information based on class of user and role, be it State, District, or Local School.</p>
Describe how the proposed solution can dynamically assign report dates based on differing start or end dates, the workflow for approving those reports, and any alerts indicating report (approval) status.
Describe the features of your proposed solution’s audit logging and reporting, and how that is performed.
Describe the proposed solution’s predictive analytics capabilities to enable LEAs better allocation of resources and staff, to proactively manage student outcomes, and improve the quality of education.
Describe the reporting and analytic features extended to each role within your proposed solution, to include the extent of data involved. <p>In your response, you should elaborate upon the geographic nature of schools, within districts, within the State, and how there is a need for role-based segmentation and privilege to viewing data, be it on- screen, in a dashboard, in a report, as a download, or in a type of data navigator utility.</p>

SERVICE LEVEL

Describe your proposed solution’s Service Level Agreement (SLA) detailing how the architecture delivers 99.9% availability. <p>In your response, present and define your Service Level Objectives and corresponding Service Level penalties and credits.</p>
Describe how the proposed solution scales without impacting performance.
Describe how the proposed solution monitors performance. <p>In your response, include information specific to monitoring the useability of the solution’s features and functions with reasonable response times so there is awareness if it being both available and responsive</p>
Describe your proposed solution’s process for role-based alerts of outage and performance degradations to ensure appropriate notification across all user classes.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Describe your proposed solution's system management processes, frequency of server patches, and version or patch management process, and how those processes do not compromise 99.9% availability.

In your response, include information as it pertains to your general server or systems management, operating system and security level version or patch application, and solution version or patch application.

The service must be hosted in the continental United States, with no data leaving. Describe your proposed solution's 99.9% available hosting capability to minimally include the following:

- a. An overview of general hosting capabilities;
- b. Hosting provider information;
- c. Primary site location and TIER level;
- d. Secondary or disaster recovery site location and TIER level; and,

Describe in detail your Disaster Recovery Plan for the proposed solution and include tested and verifiable Recovery Time Objective (RTO) and Recovery Point Objective (RPO) times for comparable statewide implementations of this proposed size.

In your response, include information that communicates alignment of RTO and RPO as complementary to your SLA.

CHANGE MANAGEMENT

Describe the process for developing your proposed solution's product roadmap and share a current managed-release version of that.

In your response, clearly indicate planned (major) architectural from (minor) patch releases.

Describe the process for release of major or minor versions, emergency fixes, and end-of-life process for the proposed solution.

In your response, and to the extent possible, include a release or support plan for a prior or end-of-life version.

Describe your organization's communication strategy and procedures for minimizing downtime within the proposed solution.

Describe your organization's service and change management practices, to include details of how these practices are aligned with ITSM and ITIL frameworks as applied to the proposed solution.

Describe how the proposed solution is kept up to date with federal or state legislation, guideline or standard changes, and software upgrades or updates.

In your response, provide a typical timeline from a notice-of-change to when the system will be enhanced or modified.

Describe your organization's practices to communicate and train appropriate role-based users to work with applied change management process for the proposed solution.

Describe the available configuration options to adapt functionality to meet user needs within the proposed solution, to include content configuration by user role.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

QUALITY ASSURANCE

Describe your organization's software Quality Assurance (QA) process the proposed solution will follow.

In your response, elaborate on the test environment, types of testing undertaken, management practices within the QA process prior to release, and for including ALSDE in User Acceptance Testing (UAT) testing.

Describe the processes, resources, and environment that comprise your proposed solution's UAT setting, to include the limits or extent of ALSDE involvement.

Describe the frequency and nature of load testing your proposed solution prior to implementation.

CUSTOMER SUPPORT

Describe the multi-channel support options available to end users to report issues in the proposed solution.

In your response, elaborate on the similarities and differences in how you provide support via chat, online reporting, telephone, etc. Also, include information on which roles, and how many users within each, may utilize a channel at any given time.

Describe your customer support management process for the proposed solution. Minimally, include details such as:

- a. The type and nature of your ticketing system, and if it is internal or hosted;
- b. If the ticketing system is hosted, what is its resiliency to failure or disaster in your provisioning managed support to ALSDE;
- c. Viewing, tracking, and interacting with the ticketing process;
- d. The depth of a self-service knowledge base;
- e. Prioritization of incidents based on SLA;
- f. Reports and dashboard on key support metrics, to include static and dynamic date ranges for;
 - (i) First call resolution;
 - (ii) Number of tickets submitted by SLA severity;
 - (iii) Number of tickets resolved by SLA severity;
 - (iv) Number of open tickets by SLA severity, with age analysis; and,
 - (v) Open tickets by creation date and last-touched date;
- g. Online access to, and description of, standard and available support reports; and,
- h. Other capabilities identified as either part of your standard support offering or associated with higher level subscriptions.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Describe your organization's multi-tier customer support structure that is associated with your proposed solution.

As part of your response, provide standardized information about your support plan(s), optional subscription levels, breadth of service within levels, ticket handling process, response and resolution thresholds, escalation, and cost information associated with higher levels of subscribed or procured support beyond the required Tier-1 support.

Describe the self-service problem resolution capabilities available to customers.

DATA MIGRATION

Describe the data migration and conversion strategy you would utilize for a current statewide SIS into your proposed solution.

As part of your response, you are encouraged to be as detailed and creative as necessary to communicate the complexity and magnitude of this effort. Shallow import/export responses may be grounds for rejection.

PROJECT MANAGEMENT

The Vendor Project Manager will be expected to deliver comprehensive project documentation. Please acknowledge your agreement to deliver this documentation, and with supporting justification where the deliverables may be tailored to schedule or phase according to your proposed project methodology.

With your proposal:

- a. Project Plan, sufficiently detailed to communicate the full breadth of effort to implement the proposed solution, project methodology (e.g., waterfall, agile, etc.), project phases with descriptions and milestones, deliverables, and resources; and,
- b. Project Schedule, with sufficient detail for phase, time, task, dependency and constraint, milestone, summary, and resource assignment.

Within 60 calendar days following RFP award:

- c. Configuration Management Plan;
- d. Change Management Plan;
- e. Quality Assurance Plan;
- f. Data Migration and Data Conversion Plan and Processes;
- g. Risk and Issue Management Plan;
- h. Communication Management Plan;
- i. Staffing Plan;
- j. Incident Response Plan;
- k. Implementation Plan;
- l. Customer Support Plan (post-Implementation and may be linked to your SLA);

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

- m. Test Plan(s);
- n. Weekly Status updates
- o. Risk and Issue updates As applicable or upon request:
- p. Meeting agendas and minutes;
- q. Situational, milestone, or key deliverable presentations or reports;
- r. Updated Project Plan or Project Schedule (items a and b);
- s. Updated plan(s) or process documents (items c through m);
- t. Test Results; and, Upon project closeout:
- u. Final project report.

It will be the responsibility of the Vendor Project Manager to regularly submit and maintain current project documentation and to collaborate with the ALSDE Project Manager on content variations.

Vendor responses are encouraged to demonstrate use of their existing practice methodologies, templates, and documentation forms to communicate repeatability, reliability, and confidence in delivery of project management practices. Where the awarded Vendor may not have adopted project management standards, processes, or documentation templates, and at the sole discretion of ALSDE.

An absence of demonstrated program maturity in project management processes and documentation practices may be grounds for rejection.

TRAVEL EXPENSES: All travel expenses should be included in the Vendor's proposed costs. Separately stated travel expenses will not be reimbursed.

TRAINING

Describe initial and ongoing refresher training available to various roles for the proposed solution. In your response, elaborate on logistics, environment, length, and test data used for training.

Describe the proposed solution's training modality or the blended modalities available at each role.

Describe the style of training documentation available to various roles and the method of upkeep to maintain accuracy to the proposed solution during the entirety of licensed access and use.

For the proposed solution, describe any on-demand training, help features, and guides available to each user role.

For the proposed solution, describe how training effectiveness is evaluated and adapted to meet improvement goals.

In your response, include scoring methodologies and strategies for enhancing training offerings based on the volume of potential solution trained or credentialed users across various roles.

TRAVEL EXPENSES: All travel expenses should be included in the Vendor's proposed costs. Separately stated travel expenses will not be reimbursed.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

EXCEPTIONAL CHILDREN

Describe how your proposed solution supports the following capabilities for students with disabilities and exceptional children, including all data and monitoring requirements under State and Federal laws and policies:

- a. Intake and initial placement;
- b. Individualized Education Plans, including initial creation and any required ongoing updates;
- c. Service delivery tracking;
- d. Student progress monitoring;
- e. Medicaid tracking and billing; and,
- f. Specialized EC service tracking, e.g., special transportation.

Describe how your proposed solution will ensure continued service delivery and policy compliance for students with disabilities and exceptional children.

As part of your response, you are encouraged to be as detailed as necessary to communicate the complexity and magnitude of this effort. Shallow “we will comply” responses may be grounds for rejection.

Project Location and Logistics

The project will be executed at the ALSDE administration building located in Montgomery, Alabama. ALSDE will provide desks, chairs, and interoffice telephones. Vendor should provide estimate of the maximum number of workspaces required.

The vendor will be expected to provide the appropriate onsite resources at any given time during the implementation based on the current needs of the project. Building access, work hours, and any offsite work must be approved in advance by ALSDE. Members of the vendor’s implementation team shall provide their own PCs.

The vendor will designate a project manager who will be the primary point-of-contact with ALSDE during the implementation. The project manager will be responsible for all project activities performed by the vendor and the vendor’s team. Although it is not necessary for the vendor project manager to be onsite during the implementation, he or she must be readily accessible via email or phone in order to provide adequate turnaround on ALSDE questions or requests.

The vendor project manager will also participate in ALSDE management team meetings as the vendor’s point of authority for all issues related to the project.

ALSDE will also have a project manager for the duration of the project, and will provide a project team comprised of subject matter experts (SME’s) who will be teamed up with a vendor consultant to:

- Define new process workflows
- Configure the software
- Perform unit, integration, and parallel testing
- Share knowledge
- Determine initial reporting requirements

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

- Execute data conversion and data migration activities to populate the new system.

The vendor project manager is expected to bring to ALSDE's attention any resource deficiencies.

Section 3.00 General Requirements

3.1 Requirements of Proposal

The vendor must provide the following mandatory information. **Failure to provide this information may be cause for the proposal to be rejected.** Qualifications, experience, and cost will be evaluated for contract award. The proposal may be submitted under the same cover with Vendor Requirements and Cost Proposal in two distinct sections. E-verify information is required to be submitted for all employees to include contractors of the vendors if necessary and applicable.

Part I

Signed Cover Letter:

The cover letter shall serve as the first page of the vendor's proposal. The vendor shall complete the cover letter and attach it to the proposal in response to the RFP. The cover letter must be signed by an official authorized to legally bind the vendor. It will state that the vendor is a legal entity that will meet the specifications. The cover letter must accompany the submitted proposal. The letter accompanying the proposal must have original signatures and must include contact numbers and e-mail addresses for the authorized official signing the letters.

Part II

Vendor Qualification and Experience:

Vendor shall provide satisfactory evidence of the vendor's capability to coordinate the types of activities and to provide the services described in the RFP in a timely manner. Special attention should be given to the discussion of qualifications. The discussion shall include a description of the vendor's background and relevant experience as related to the required activities in the RFP.

Part III

Vendor shall provide a detailed plan describing how the services will be performed to meet the requirements of the RFP. The description shall encompass the requirements of this RFP. The response must be prepared and organized in a clear and concise manner that is easily understandable.

Vendor Organization:

Describe your organizational structure and explain how your organization qualifies to be responsive to the requirements of this RFP.

References:

The vendor shall provide a minimum of three (3) references that can support and validate training and/or projects and outcomes, including names or persons who may be contacted, position of person, addresses, and phone numbers where similar training and/or projects to that described in this RFP have been conducted.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Executive Summary:

An executive summary is required. This summary will condense and highlight the contents of the vendor's proposal.

Part IV

Cost Proposal:

Vendor shall include the fee structure and pricing for the training sessions/program. The vendor shall submit a cost proposal in addition to other required information.

Flat rates for half and/or whole day training sessions should be inclusive of travel and/or supplies and materials costs and identify if the training is in person or virtual, and the proposed number of participants. Flat rates for consulting, coaching, and/or professional services should stipulate the cost per hour and the proposed number of hours. Project costs must include all proposed necessary charges to be made by the grantee in accomplishing the objectives of the grant during the specified grant period (initial grants are generally for a one-year period unless otherwise noted).

All costs incurred by the vendor for proposal preparation and participation in this competitive procurement shall be the sole responsibility of the vendor. The ALSDE shall not reimburse any vendor for any such costs. The vendor must submit a payment plan relating payment to the specific activities and deliverables for the project. The payment plan is subject to modification and approval by the State. All fees and costs are to be stated in United States currency.

Subcontractor Disclosure:

If the execution of work to be performed requires the hiring of Subcontractors, **you must clearly state this in the bid proposal and provide qualification for such individuals.** Sub-Contractors must be identified and the services they will provide or work they will perform must be clearly defined. The ALSDE will not refuse a proposal based upon use of a Sub-Contractor; however, the ALSDE reserves the right to refuse the Sub-contractor you have selected. Contractor and associated personnel shall remain solely responsible for the performance of all work, including work that may be sub-contracted.

Describe your rationale for utilizing Subcontractors including relevant past experience partnering with stated Subcontractor(s). Documents for E-verification of subcontractors are the sole responsibility of the contractor and must be available upon request to ensure compliance.

Section 4.00 General Terms and Conditions

4.1 Governance

This RFP and its terms shall be governed and construed according to the laws of the State of Alabama. Any dispute arising out of this RFP shall be brought in the State of Alabama, with venue in Montgomery County, Alabama. Vendors agree to comply with all applicable federal and state laws and regulations.

4.2 Immigration

The proposal must contain a statement that the firm is aware of and in compliance with the requirements

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

of the Beason-Hammon Alabama Taxpayer and Citizen Protection Act; a statement that the vendor is enrolled in the E-Verify as required by Section 31-13-9 (b), Code of Alabama 1975, as amended:

BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT

COMPLIANCE

The Beason-Hammon Alabama Taxpayer and Citizen Protection Act (31-13-1 et seq, Code of Alabama, 1975 as amended by Act 2012-491) regulates illegal immigration in the State of Alabama. All contracts with the State or political subdivision thereof must fully comply with each provision as provided by law.

A proposal must include a statement that the vendor has knowledge of this law and is in compliance. Before a contract is signed, the vendor awarded the contract must submit a Certificate of Compliance using the form at Appendix A. E-Verify enrollment can be accomplished at the website of the United States Department of Homeland Security at <http://www.uscis.gov>.

See Section 10 for additional language required by Section 10(k) of the Act to be included in the contract.

Rev.5-24-13

4.3 Conflict of Interest

The vendor attests that no employee, officer, or agent of the vendor shall participate in the selection, award, or administration of a contract if a real or apparent conflict of interest may be involved. A conflict would arise when the employee, officer, agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein has a financial or other interest in the organization selected for an award. The officers, employees, and agents of the vendor, if selected as the career planning system vendor, shall neither award nor offer gratuities, favors, nor anything of monetary value from vendors or subcontractors.

4.4 Discrimination

Alabama Non-Discrimination Statement:

No person shall be denied employment, be excluded from participation in, be denied the benefits of, or be subjected to discrimination in any program or activity on the basis of disability, gender, race, religion, national origin, color, age, genetic information, or any other category protected under the law. Ref: Sec. 1983, Civil Rights Act, 42 U.S.C.; Title VI and VII, Civil Rights Act of 1964; Rehabilitation Act of 1973, Sec. 504; Age Discrimination in Employment Act; the Americans with Disabilities Act of 1990 and the Americans with Disabilities Act Amendments Act of 2008; Equal Pay Act of 1963; Title IX of the Education Amendment of 1972; Title II of the Genetic Information Nondiscrimination Act of 2008. Title IX Coordinator, P.O. Box 302101, Montgomery, Alabama 36130-2101 or call (334) 694-4717.

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

APPENDIX "A"

State of _____)
County of _____)

CERTIFICATE OF COMPLIANCE WITH THE BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT (ACT 2011-535, as amended by ACT 2012-491)

DATE: _____

RE Contract/Grant/Incentive (describe by number or subject):

_____ by and between
_____ (Contractor/Grantee) and
_____ (State Agency, Department or Public Entity)

The undersigned hereby certifies to the State of Alabama as follows:

1. The undersigned holds the position of _____ with the Contractor/Grantee named above, and is authorized to provide representations set out in this Certificate as the official and binding act of that entity, and has knowledge of the provisions of THE BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT (ACT 2011-535 of the Alabama Legislature, as amended by ACT 2012-491) which is described herein as "the Act."
2. Using the following definitions from Section 3 of the Act, select and initial either (a) or (b), below, to describe the Contractor/Grantee's business structure.

BUSINESS ENTITY. Any person or group of persons employing one or more persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood, whether for profit or not for profit.

a. Self-employed individuals, business entities filing articles of incorporation, partnerships, limited partnerships, limited liability companies, foreign corporations, foreign limited partnerships, and foreign limited liability companies authorized to transact business in this state, business trusts, and any business entity that registers with the Secretary of State.

b. Any business entity that possesses a business license, permit, certificate, approval, registration, charter, or similar form of authorization issued by the state, any business entity that is exempt by law from obtaining such a business license, and any business entity that is operating unlawfully without a business license.

EMPLOYER. Any person, firm, corporation, partnership, joint stock association, agent, manager, representative, foreman, or other person having control or custody of any employment, place of employment, or of any employee, including any person or entity employing any person for hire within the State of Alabama, including a public employer. This term shall not include the occupant of a household contracting with another person to perform casual domestic labor within the household.

____ (a) The Contractor/Grantee is a business entity or employer as those terms are defined in Section 3 of the Act.

____ (b) The Contractor/Grantee is not a business entity or employer as those terms are defined in Section 3 of the Act.

3. As of the date of this Certificate, the Contractor/Grantee does not knowingly employ an unauthorized alien within the State of Alabama and hereafter it will not knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama;
4. The Contractor/Grantee is enrolled in E-Verify unless it is not eligible to enroll because of the rules of that program or other factors beyond its control.

Certified this _____ day of _____ 20_____.

Name of Contractor/Grantee/Recipient
By: _____
Its _____

The above Certification was signed in my presence by the person whose name appears above, on this _____ day of _____ 20_____.

WITNESS: _____

Printed Name of Witness _____

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

4. The SIS dashboard has the ability to include external website data or images.									
5. The SIS has the ability to page through selected subset of students within a school or district with a minimum of navigation clicks									

6. The SIS supports automatically triggered alerts (email, dashboard warning etc.) based on student data configured at district, school, and individual user (teacher, parent, student, etc.) level.									
7. The SIS has the ability to attach documents to individual records that have been scanned or saved by the user. The solution should accept all common file formats.									
8. The SIS provides the ability to page through selected (filtered) students within a school, complex, area, or ALSDE (State) level.									
9. The SIS provides the ability to mask or hide certain data fields from view on specific user groups									
10. The SIS allows for user defined short cuts and processes, if available, to commonly used queries and reports - such as a favorites drop down or menus									
11. The SIS has a mass update function to speed up data entry (e.g. - entering a large number of students into one class or changing certain data fields in mass such as students' next school or homeroom). All Data updates MUST be validated against the business rules of the screen data entry!									
12. The SIS has a "hover" over feature to display information, include a hyperlink, or give context. This feature is cross-browser compatible and configurable by the customer.									
13. The SIS supports error messages with online error resolution help screens.									
14. The SIS provides the ability to drill-down using hyper-linked screens.									
15. The SIS provides the ability to add configurable demographic information (picture, grade, ESE, EL, Free/Reduced Lunch information) on student related screens.									
16. The SIS provides for standard date entry without slashes (e.g. 10282013). But upon leaving the field the data mask is applied.									
17. The SIS is able to validate appropriate dates against a school calendar (e.g. Enrollment date must be validated based on the school calendar).									
18. The SIS provides a common look and feel across system software modules for command structure, navigation, and functionality.									
19. The SIS functions appropriately on multiple browsers, including Internet Explorer, Google Chrome, Firefox, and Safari on both PC and Macintosh platforms.									
20. The SIS can provide for a Local Hosted Vendor Managed installation									

Section B - Features and Org Adm Requirements	OTB	CC	CV	Min	Maj	New	No	Comments
1. The SIS is role-based.								
2. The SIS supports a minimum of 4 user-definable organizational layers (i.e. School > Type > District > Regions>State.								
3. The SIS includes user-definable fields on all tables that are available to be put into the user interface.								
4. The SIS is able to create and display a list of students and any combination of related fields (Name, Student ID, Other Fields, #Absences, etc...).								
5. While viewing a list of students and related data, the SIS provides a user the ability to select multiple records and edit them individually in a grid (e.g., enter locker numbers and combinations for all students in a homeroom) and easily assigns a common value to a specific field in multiple records (e.g., select a group of students and change their grade level).								

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

4. The SIS provides the ability for State produced multi-media help procedures to be incorporated into the SIS's help menu.									
5. The SIS contains support-automated error messages and allows the content of the messages to be customizable.									
6. The SIS contains a Learning Management System (LMS) of courses for training and certification									
7. The SIS contains the ability at State or District of required courses by job classification									
8. The SIS contains the ability to have certification and recertification of courses by job classification via LMS.									
Section D - Mobile Device Requirements	OTB	CC	CV	Min	Maj	New	No	Comments	
1. The SIS provides a mobile device support for all data modules.									
2. The SIS has a mobile device support application that allows parents and students to near real- time information on their child's {not limited too} assignments, scores attendance and demographic information via all industry standard mobile operating system device (i.e. iOS, Windows Mobile, or Android)									
3. The mobile application has the ability to support multiple languages									
4. The SIS has a mobile device support application that allows teachers to access and manage the classroom(e.g., Teacher shall be able to take attendance, create assignments and enter scores, view student demographics and schedules) via all industry standard mobile operating system device (i.e. iOS, Windows Mobile, or Android).									

5. The SIS has a mobile device support application that allows school administrators access too student demographics, attendance information, class schedules, and grade book information via all industry standard mobile operating system device (i.e. iOS, Windows Mobile, or Android).									
6. The SIS must be ADA compliant for public and internal use.									
Section E: Data Analytics Requirements	OTB	CC	CV	Min	Maj	New	No	Comments	
1. The SIS generates data reports that can be queried by: State, Regions, District office, School, Class, Individual Student, Student Groups, Demographic/Biographical information, and/or Special services (e.g., SPED, Gifted, EL, etc...).									
2. The SIS allows users to create data reports for all of the customer defined system-wide assessments.									
3. All data reports are in PDF, CSV, Excel format along with an API / Web services for B2B usage.									
4. The SIS will allow users to access the system to create data reports for State, Regions, Districts, Schools, grades, classes, and students.									
5. The SIS allows users too create Dashboards of (not limited too) tables, bar graphs, pie charts, and line graphs along with a table description of the tables/graphs/charts.									
6. All tables/graphs/charts are in PDF, CSV, Excel format.									
7. The SIS includes the following data analysis capabilities:									
a. Calculates mean, mode, median, percentages for any fields at all levels of the organization;									
b. Allows the selection of a subset of cases from one field based on mean, median, mode, and percentile;									
c. Pulls data based on a historic point in time;									
d. Allows the selection of cases based on criteria from multiple fields;									
e. Allows categorization of people based on parameters;									
f. Combines two or more fields and remove duplicates cases;									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

<p>11. The SIS allows data to be pulled in order to calculate various customer defined measures to be included in the annual "canned" report annual Report Card - generated for the state system as a whole, as well as individual schools. The SIS provides standard multi-dimensional datasets containing these variables for analysis and reporting of all collected data elements.</p>									
<p>12. The SIS allows users to import assessment data files and merge them with SIS data for report cards and other calculations.</p>									
<p>13. As part of the annual "canned" report - "ALSDE Community Strategic Plan Annual Report Card" - generated for each individual school, local community system and the ALSDE (State) system as a whole, the SIS can indicate whether the school and/or the Local system, or State levels, as a whole, exceeded, met, or failed to meet the current ALSDE or USDOE goals.</p>									
<p>14. Whether it is a generic "canned" report or a customized report generated out of the SIS, all SIS reports can contain a standard section with customer defined data fields.</p>									
<p>15. The SIS is able to generate a report by teacher, school, district, etc... and identify student records that are outside of the specified parameters and/or outside specified update requirements (e.g., A principal can generate a report telling him which EL students have no Home Language Survey data, or which student records have not had the EL field updated in 12 months).</p>									
<p>16. The SIS allows for the selection of cases based on criteria from multiple fields (e.g., Select all students who are EL Levels 1 or 2 and whose native language is neither English nor that of the host country).</p>									
<p>17. The SIS will have a Data Warehouse for all data elements required in a longitudinal data warehouse for analytics and any other fields/tables that is selectable by the State.</p>									
<p>18. Provide multiple dashboards accessible to various groups within the state department of education and with varying degrees of accessibility. For example, the Alabama Reading Initiative would need data on kindergarten through third grade literacy (only) with all data available to state staff, regional information available to the regional Inservice center that is only school level data, school and student level data to regional specialists (only specific schools), and broad district and all level data available to state leadership and accountability. AMSTI math would need similar data sets but only math and science data for some of their staff, only math for some, and only science for others. MTSS would need all data at school, district and state level.</p>									
<p>19. Provide seamless access to all data from any Excel/CSV data set to be imported into the dashboard accessibility including the following:</p> <ul style="list-style-type: none"> a. Ability to load data from any data source b. Prebuilt connectors for common education software such as student information systems, assessments, staffing systems, etc. 									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

<p>20. Provide a data dashboard that can pull data to create the Comprehensive Data Reporting for the Alabama Literacy Act and the Alabama Numeracy Act, as well as provide specified information to the legislature. This should include the following:</p> <ul style="list-style-type: none"> a. Data model that includes student domains including but not limited to demographics, attendance, assessment, behavior, enrollment, academics out of the box b. Comprehensive set of out of the box data dashboards that are managed by vendor c. Ability for customer to create or configure data dashboards, metrics and other reporting objects both at the state and local LEA levels d. Data model must be scalable and extensible to add any additional tables or fields e. Data filters that enable users to interactively choose subsets of data such as by specific student 								
<p>21. Integration with the following data sets including but not limited to: ACAP Summative, ACAP Supplemental, ACT WorkKeys, ACT , AP Testing , Early Years Testing Data (Renaissance, Amplify, iStation, iReady, iMAP, and AIMSWEB, ALAKIDs, Attendance , ACCESS, WIDA, Behavior). This should include the following:</p> <ul style="list-style-type: none"> a. Assessment dashboards that can include assessments from any source system that includes current and historical scores, assessment trends over time, and different score types such as performance level, scale score, percentile, etc. b. Assessment score roster that displays multiple assessment scores per student, over time, in one visualization 								
<p>22. Have the ability to create and house all Student Reading Improvement Plans (as outlined in the Alabama Literacy Act). This ability should including the following:</p> <ul style="list-style-type: none"> a. Flexibility to create student plans for any plan type such as reading, math, attendance, behavior, programs, comprehensive and more b. Drag and drop student plan form creation so users can easily create plan templates at both the state and local LEA levels c. Student plan form that includes but is not limited to various response options, such as radio button, dropdown menu, multiselect, open textbox, etc. d. Student plans can be specified to a school year e. Individual student plans can be saved as and exported as PDFs f. Student plans can be copied i.e. copy last year's plan to start on current year 								
<p>23. Have the ability to create and house all Portfolio document(as outlined in the Alabama Literacy Act).</p>								
<p>24. Have the ability to house all Multi-Tiered System of Supports documentation for all tiered levels including parent reports needed for the Alabama Literacy Act and the Alabama Numeracy Act.</p>								
<p>25. Provide an import from the Student Information System to the Student Reading Improvement Plan of each student with accessibility for all levels (teacher, school administration, district administration, regional, and state level access) which includes all created student plans automatically integrating data from the data warehouse, including attendance, behavior, assessment data, demographic data, etc. Provide an import from the Student Information System to the Portfolio of each student with accessibility for all levels (teacher, school administration, district administration, regional, and state level access).</p>								

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

<p>26. Data in visual display with charts and graphs where needed. This shall include the ability to:</p> <ul style="list-style-type: none"> a. Support a wide variety of chart and graph types such as bar, line, pie, scatter plots, bubble, data grids, geographic maps and more b. Include geographic maps that plot any data point in a variety of configurations including concentration charts, street level mapping, school boundary lines, and color coding based on specific data outcomes 								
<p>27. Customizable data dashboard with:</p> <ul style="list-style-type: none"> a. Embedded developer tools that enable customers to add additional dashboard objects such as data filters, dashboards and metrics both at the state and local LEA levels b. Ability for users to create their own groups that display as dashboard filters at both the state and local LEA levels c. User created groups can be shared with other users d. Ability to create automated dynamic groups of students through evaluation of data (i.e. automated list of chronically absent students) e. Ability to "drill down" on aggregate data into underlying detail based on user security access level f. Ability to export dashboard charts and data i.e. to PDF, CSV, Excel, or graphic file g. Users can share hotlinks to specific dashboards which retain user settings such as selected filters h. Data is displayed at multiple levels (student, teacher, classroom, school, district and state) i. Ability to compare across districts, schools, grade level, student subgroups, etc. j. Role-based dashboards specific to each user group such as state, district administration, school administration and classroom k. Special education data identifies students with IEP or 504 plans l. Attendance and truancy dashboards that show current and past attendance, trends over time, broken down by different subgroups and attendance types 								
<p>28. Provide longitudinal views of each child with the following:</p> <ul style="list-style-type: none"> a. Comprehensive data dashboards with longitudinal data for baselining, progress monitoring and identifying outcomes b. Comprehensive student profile that displays all relevant data per student longitudinally over time such as enrollment, attendance, academic performance, assessments, behavior, program participation and more c. Data dashboards include longitudinal data to identify trends over time 								

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

<p>29. Can integrate Foundational Wellness (emotional and social wellness of our students) and behavioral reporting to accurately identify students at risk and graduation, college and career readiness, and certification tracking. These include:</p> <ul style="list-style-type: none"> a. Risk analysis/early warning dashboards that display students at risk, level of risk, probability of graduation, and individual risk factors such as attendance, behavior, course outcomes, assessments b. Comprehensive data dashboards that identify whole student's strengths and challenges in areas such as attendance, behavior, academic, and social emotional c. Ability for customer to set at-risk or other thresholds d. Ability for solution to use predictive algorithms to predict students at risk and identify individual risk factors e. Identify struggling students through comprehensive data dashboards f. Identify struggling students using advanced algorithms and education research in a variety of areas i.e. attendance, behavior, GPA, course outcomes, assessments g. High school graduation data showing students graduating on time and dropping out h. Course credits dashboards showing credits earned and credits needed by category i. Post secondary outcomes dashboards showing college attendance, persistence and graduation using National Student Clearinghouse data 								
<p>30. Should be able to show all components of Alabama's Multi-Tiered System of Support including academic, behavioral, and foundational wellness. The following elements should be included:</p> <ul style="list-style-type: none"> a. Embedded intervention tool that enables users to create, schedule, manage and evaluate interventions b. Identified students can be single or mass assigned to an intervention directly from the data dashboard c. Ability to create a library of intervention templates at both state and local LEA level d. Ability to create interventions for any improvement area such as attendance, behavior, course outcomes, assessments, and foundational wellness e. Ability to import interventions from an external system f. Flexibility to define any intervention level such as tier 1, tier 2, tier 3 or other levels defined by customer h. Intervention data dashboard so staff can easily track details about each intervention in one central location i. Interventions enable tracking of goals and measurements, attendance to intervention sessions, notes of intervention sessions j. Ability to add one or multiple students to an intervention k. Ability to add one or multiple staff members for collaboration on an intervention l. Maintains history of interventions for each student along with intervention outcome information m. Display student intervention data with other data points i.e. 								
<p>31. Must be able to transfer student plans (MTSS, SRIPs, Portfolios, Alabama Numeracy Act plans...) to another district within the state of Alabama through the triggering by the withdrawal of a student of a student through the student information system. This must take place without the requirement of district personnel needing to self migrate. Student plans and interventions should follow a student if they move schools.</p>								
Section F: School Report Card Requirements	OTB	CC	CV	Min	Maj	New	No	Comments
<p>1. SIS can create a report, to be titled a "School Report Card," with specified school and student data and information, to include the following:</p>								

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

68. The SIS will provide an alert at withdrawal for all required information, such as fines, fees, textbooks outstanding, lunch account, and property due.									
69. The SIS provides electronic transcripts in national standard formats for sending to colleges.									
Section H: Attendance Requirements	OTB	CC	CV	Min	Maj	New	No	Comments	
1. The SIS will contain a suite of standard attendance reports with user-defined selection criteria and print options (e.g., zero absences, date ranges, specific absence reasons, selected students, etc...).									
2. The SIS will contain a report displaying students meeting specific criteria based on consecutive absences or periods. User can define the period of time, number of periods missed, and number of days missed.									
3. The SIS identifies students who have attendance problems based upon user-defined criteria (e.g., 20 days consecutive absence).									
4. The SIS will track attendance letters, interventions, and contacts, including any narrative comments. Data is available for view in the teacher's module. Teachers and counselors may record their own interventions.									
5. The SIS will provide and attendance tracking and notification suite that tracks who has been contacted and at what level of contact (e.g., first notice, second notice, etc...).									
6. The SIS will allow for attendance intervention for schools with different schedules and calendars. (Please describe this functionality)									
7. Within the SIS, letters and emails will be generated for truancy, habitual truant, and unexcused absences, based on user-defined criteria that follows district policy. Letters/emails identify the specific school/program. The sis will provide a dashboard view of a queue to notify where students are in the levels of attendance intervention.									
8. The SIS will provide for designated users can override the mailing of an attendance truancy notification letter/email.									
9. When a designated user overrides the mailing of a letter/email, the SIS records this and shows in a viewable history that the letter was not sent.									
10. The SIS will provide for parents to be notified of attendance issues through letters, email, and the parent portal based upon user-defined criteria.									
11. The SIS will provide for actions taken to resolve attendance issues to be added to a student's record using a district- or school-defined list.									
12. The SIS will provide the generation of custom reports or exports that meet a district or school's attendance management needs (e.g., trending the data, reporting more/less than a certain number of days/occurrences, specified absence codes, teacher daily report, annual history w/attendance codes).									
13. The SIS allows users to view, query, and analyze all historical attendance data for a student.									
14. The SIS is able to correlate attendance information to student factors, such as: program participation, health issues, academic progress, and demographic factors.									
15. The SIS generates an absence call list with contact information for manual calling.									
16. The SIS will provide for the reporting of perfect attendance based on user-defined criteria (e.g., include or exclude tardiness, include or exclude partial day absences).									
17. The SIS allows a student's attendance during non-school hours to be identified as make-up time and converted to a day/period of attendance in any analysis of student's attendance.									
18. The SIS will provide attendance data to be displayed/reported in charts and other graphical formats.									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

76. The SIS supports multiple build (next year) schedule scenarios.									
77. The SIS allows for prerequisites to be defined for any course within the course catalog, including courses and minimum grade requirement.									
78. The SIS allows for balancing of core/elective courses for all scheduling terms (Semester, Trimester, and Quarter).									
79. The SIS allows for courses within the course catalog to be made inactive/active in a number of ways (individual courses, courses displayed as a list).									
80. The SIS allows for the linking of courses (Government/Economics, Drivers Ed/Health, etc.)									
81. The SIS will provide for mass enrolling students into a course in another LEA.									
Section J: Academic Profile Requirements	OTB	CC	CV	Min	Maj	New	No	Comments	
1. The SIS will provide an academic profile report for each student that contains the following information (configurable):									
a. Biographical/Demographic data, including at a minimum:									
1) Student Picture;									
2) Last, First, and Middle Name;									
3) Enrollment Date;									
4) Homeroom;									
5) Grade;									
6) Student ID Number;									
7) Date of Birth;									
8) Home Language;									
9) Gender;									
10) Race;									
11) Ethnicity;									
12) Sponsor Name (Last, First, Middle);									
13) Cell Phone Number;									
14) Duty Phone Number;									
15) Home Phone Number;									
16) Spouse Name (Last, First, Middle, cell, duty, home phone numbers);									
17) Home Address (street, town, and zip code);									
18) Emergency Contact Name and Phone Number (1st contact and 2nd contact); and									
19) Medical Alerts;									
b. Attendance Rate (Total Number of Days Absent/Total number of School days);									
c. System-wide Assessments defined by ALSDE on yearly basis (e.g. ACT)									
d. Awards and Distinctions (CTE Endorsement and Certification);									
e. Specialized Services (Gifted and Talented, EL, SpEd, 504);									
f. Academic Alerts (GPA, Graduation requirements, and attendance rate);									
g. Academic Alerts (PSAT [total scores], SAT [total scores], ACT [total scores], Alternate Assessment, LAS Links, AP Scores, SRI [performance levels], grades [Ds and Fs], and Type to Learn);									
h. Extra-Curricular Activities (sports and academics); and									
i. College and Career Ready Plans (3, 4, and 5 year plans, and College and Career Plans).									
2. The SIS integrates with CNP software so updating the free/reduced lunch status of students can be used to determine ACT/SAT Waiver eligibility.									
3. The SIS will provide student identification cards to be generated in a number of sizes and formats.									
4. The SIS allows for the recording of scholarship and grant monies awarded to students.									
5. The SIS allows for student or staff entry of data via a student, parent, and staff portal.									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Section N: Conduct Requirements	OTB	CC	CV	Min	Maj	New	No	Comments
1. The SIS creates discipline reports by date range with single or multiple criteria (individual or groups of students).								
2. The SIS creates discipline reports by customer defined organizational levels, by specified discipline reason(s).								
3. The SIS generates a discipline letter for parents and sponsors.								
4. The SIS allows ALSDE to define multiple standard offense (incident) and sanction (action) codes.								
5. The SIS allows defined offense and sanction codes have start and end date.								
6. The SIS allows offense and sanction codes to have setup detail that allows the code to be used based on a calendar year, school year, or specified period of time.								
7. The SIS allows for user defined specific sanctions (actions) to only be used with specific offenses.								
8. The SIS allows for customer defined grouping of major and minor offenses.								
9. The SIS provides the ability to view multiple behavioral issues for a single student and document behavior issues including disciplinary issues								
10. The SIS provides role-appropriate access to behavior issues information.								
11. The SIS allows teachers to enter and track classroom behaviors that do not require referral to the office.								
12. The SIS allows customer-defined roles to manage classroom behavioral reports.								
13. The SIS records anecdotal information that is for the teacher's use only. These may include both positive and negative insights.								
14. The SIS provides a submission process for behavioral referrals to the principal's office.								
15. The SIS can track serious student behaviors over multiple years.								
16. The SIS can indicate interventions behavioral supports taken for behavior issues.								
17. Teacher-specific behavioral issues include the ability to:								
a. Flag issues as "Private" or "Shared;"								
b. Private issues can be viewed only by their creator;								
c. Shared issues are be accessible by the teacher and office;								
d. Categorize issues as "Classroom" or "Referred;"								
e. Classroom issues do not require a referral to the office;								
f. Define teacher specific behaviors (e.g., chewing gum in class), interventions (e.g., detention), and outcomes (e.g., behavior improved); and								
g. Select one or more standard or teacher specific behaviors from a menu or enter free-form text to document a behavior. Selections can be filtered based on the Private/Public flag and the Classroom/Referred categorization.								
Section O: Early Warning RTI Requirements	OTB	CC	CV	Min	Maj	New	No	Comments
1. The SIS provides an Early Warning System/At-Risk system to track attendance and identify students at risk for chronic absenteeism, as defined by the customer.								
2. The SIS provides an Early Warning System to track student behavior referrals, identify students who have high rates of behavior referrals, and will disaggregate the data by incident type codes (e.g., assault, not following direction) time of the incident, and location (e.g., cafeteria, classroom).								
3. The SIS creates an RTI/MTSS Education Plan, including but not limited to:								
a. Behavior Intervention Plan								
b. Student Support Team Referral								

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

d. The SIS can generate an ad hoc report of waitlisted students.									
3. ALSDE or Local System Virtual courses grades are viewable in the SIS and the electronic grade book by the ALSDE local school.									
4. The SIS allows users to create ad hoc reports on the primary fields of the registration and withdrawal workflow.									
5. ALSDE and Local System Virtual School Queries									
a. The SIS allows ALSDE or Local System Virtual School/program to query the SIS database to identify essential student and course information.									
b. The SIS allows users requiring collective ALSDE or Local System Virtual School/program enrollment data can initiate a Query through the SIS Generator or Snapshot tool.									
6. The SIS Virtual School tools provide total enrollment statistics along with the ability to filter results by: Area, School Name, Student Name, Course name, Course Number; Student ID; Section Number. Example: How many HS students are enrolled in the ALSDE or Local System Virtual School/programs/courses or how many Freshmen etc. What is the ALSDE or Local System/program enrollment in Gaming Design?									
Section U: Student/Parent Portals Requirement	OTB	CC	CV	Min	Maj	New	No	Comments	
1. The SIS allows password protected access for parents/guardians/students to a portal for student and school information.									
2. The SIS allows parent and student portal users ability to change their password without school intervention.									
3. The SIS allows users to be automatically reminded of their password without school intervention.									
4. The SIS provides display of real-time student data to include progress reports, IEPs, registration, etc...									
5. The SIS allows parents/sponsors ability to view/update their child's registration and school information within customer defined rules.									
6. The SIS provides a single login, regardless of the number of children in family.									
7. The SIS maintains a log of login history and access by all users and separated by individual school.									
8. The SIS supports multiple languages,									
9. The SIS allows parents/students ability to set personal preferences (i.e., notifications, alerts, methods of communication, etc.)									
10. Upon login, the SIS allows users to update customer-defined student demographic information.									
11. The SIS allows schools to differentiate between custodial/non-custodial parents and their appropriate access to student data (e.g., restricting the display of address or health information).									
12. The SIS supports contemporary family structures (e.g., multiple parent/guardians, multiple contacts, and multiple emergency contacts in order of contact).									
13. Once a student reaches age of majority, the information accessible to parents is restricted subject to HIPAA, CIPA, FERPA, COPPA regulations.									
14. The SIS enables all updates allowed on the parent and student portals to be controlled by security/user roles (e.g., custodial parents can be given update access and non-custodial parents can be given "view only" access, parents can update emergency contact information but students can only view this information).									
16. The SIS allows school staff access to the portal.									
17. The SIS allows parents/students access to a school directory that allows for email communication.									
18. The SIS provides online help/documentation for the student/parent portal.									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

19. The SIS allows users to see when they last logged in and their login history.									
20. The SIS allows student fees, fines, meal balances, and payments can be viewed and paid.									
21. The SIS allows individual schools to locally add link to websites (e.g., school website, district website, school's curriculum guide).									
22. The SIS allows parents to access and complete school designed permission forms online and provide an electronic signature (e.g., photo, internet, email, directory listing, recruiting, study trips, etc.).									
23. The SIS allows identified school staff to send email to all or select group of parents, in specific classes or specific extra-curricular activity.									
24. The SIS allows parents to send the school a medical/health alert. The system allows for school level approval to the alert prior to making it a part of the child's record.									
Section V: ERP Requirements	OTB	CC	CV	Min	Maj	New	No	Comments	
1. Provides a Professional Development Module allowing employees to register for classes and workshops online and for instructors to manage classes online. Not a 3rd party product.									
2. The Professional development module must include capabilities to record coaching and mentoring logs for staff.									
3. Provides for subscription notifications for software to provide automated alerts to users.									
Section W: Athletic Eligibility	OTB	CC	CV	Min	Maj	New	No	Comments	
1. SIS provides Athletic eligibility module									
2. SIS provides standard data export with an API to athletic eligibility systems									
3. SIS provides standard data import API from athletic eligibility systems									
Section X: Child Nutrition	OTB	CC	CV	Min	Maj	New	No	Comments	
1. SIS utilize an API for exporting enrollment data to Child Nutrition Point of Sale systems									
2. SIS utilize an API for importing Child Nutrition Point of Sale systems data									
3. SIS has experience with API with the Coylar Child Nutrition System									
4. SIS calculates poverty based on USDA standards									
5. SIS contains a Direct Certification matching process									
6. SIS allows for DHR, Medicaid, Foster agency files to be uploaded at the State level									
Section Y: Talent Management System (TMS) Requirements	OTB	CC	CV	Min	Maj	New	No	Comments	
Vendor Hosted									
1. Offeror shall describe all proposed Commercial-Off-the-Shelf (COTS) solutions and hosting services									
2. Offeror shall provide detailed security specifications, including but not limited to, technical, facility, and privacy.									
3. Offeror shall provide detailed disaster-recovery plans.									
4. All modules of the Offeror's solution must be in current mainstream production and immediately available.									
5. While the COTS software may require some minor customization to meet all mandatory requirements, the core product functionality must be currently available and already exist in the proposed software.									
6. Is a web-based system that is compatible with Microsoft Internet Explorer, Mozilla Firefox, Apple Safari, and Google Chrome browsers.									
TMS features shall be available and accessible to users:									
7. On any computer or device with Internet access.									
8. Without installing any software on their computer.									
Account Information Import and Management shall include:									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

9. Imports of employee information will occur daily to weekly depending on the frequency necessary for account availability.									
10. Rights for creating and updating accounts shall be assigned to any desired user or administrative level.									
11. Individual user and guest accounts shall be created, edited, merged, and deleted.									
12. Each user account shall include the following fields as a minimum:									
· First name,									
· Last name,									
· Employee ID,									
· Primary email address,									
· Secondary email address,									
· Phone number,									
· Account status (Active/Inactive), and									
· Location									
13. Entity Management									
Location Import and Management shall include:									
· Automating the import of site locations to reflect DOE location rollup structure.									
· Locations include: Schools, Complexes, Complex Areas, Districts, and State Offices.									
14. Access Control Management									
· Administrators can set access to different parts of the portal according to the assigned role of the user and/or according to defined levels of rights.									
· User account login using existing DOE Internet Password credentials with LDAP authentication against SAML2.									
· Authorized DOE system administrators to restrict user access to specific modules, groups, locations, and documents.									
· Ability for configurable role management, custom roles, and permissions. System shall have different levels of access for different users including, but not limited to: teachers, school administrators, district staff, vendor, non-employee.									
· Authorized DOE system administrators have the ability to assume end user identity for technical support purposes.									
· TMS must allow for non-DOE users account logins as well.									
15. Layout Management									
· The layout of the portal, including custom content, shall be set to display according to a user's role and/or level of rights.									
· The layout of the portal shall be modified by DOE system administrators, including but not limited to, the placement of content channels, colors, graphics, and announcements.									
16. Targeted Announcements shall include communication system for sending messages to users based on their demographic criteria defined in their user account. Examples include, but are not limited to, their assigned location, current position, and subjects they teach.									
17. Event Calendar									
Calendar system for posting events, managing training and evaluation dates, and personal calendaring.									
18. Notification Management									
Email notifications automatically sent to participants enrolled in courses to remind them of the course or to inform them of changes made to the course.									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Notifications can be sent based on a variety of triggers, such as, but not limited to, when a user from the waitlist gets registered for a section, or reminding an instructor to take attendance and give grades after the last day of an offering.									
19. Portal Usage Reporting									
19.1 Portal administrators have the ability to run reports that measure portal usage. Reports shall be generated from a variety of portal data, including assessment and survey data, user demographics, and portal usage.									
19.2 Reports shall be aggregated at multiple levels and shall be compared to previous reports.									
19.3 Administrators have the ability to create custom reports and save report formats for later use and reuse.									
20. Portal Branding									
Branding the PD portal to be a design to represent the DOE, including the use of logos and graphics.									
PD Management	OTB	CC	CV	Min	Maj	New	No	Comments	
<i>PD includes course approval workflow process, course creation, cataloging, course tagging or classifying, course registration, course survey, course waitlisting, instructor functionality, compliance tracking, prescribing courses based off of performance evaluations and/or observation findings, and DOE reclassification hooks for both instructor-led and self-paced learning opportunities.</i>									
21. Design and Deliver Professional Learning									
21.1 The TMS shall enable administrators to define, implement and track/monitor the following operating processes:									
21.2 Conduct needs assessments of DOE employees									
21.3 Use performance evaluation or achievement test data to identify professional learning needs of employees									
21.4 Develop professional growth, development and learning plans									
21.5 Align training to curriculum development, state initiatives, or DOE Strategic Plan									
· Deliver professional learning to all employees									
· Provide direct learning content to all employees									
· Prioritize development based on resources									
21.6 Course Management System Functionality									
21.7 The TMS shall include the following system functionality:									
21.8 Course/Section creation interfaces – Access controlled capabilities for creating courses and sections, including the ability to align courses with rubrics or curriculum standards.									
21.9 Ability to create courses with different credit types:									
Course number (auto-generated by system),									
Course Title,									
Course description,									
Sponsoring office/group,									
Course fee,									
Number of credits/hours,									
Course type (Live/in-person or online),									
Course category,									
End of Registration date,									
Start/End date,									
Start/End time,									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Location,									
Ability to audit the course,									
Maintain minimum/maximum class sizes,									
Ability to upload or link to attachments (including but not limited to, agenda, additional materials, brochures),									
Ability to restrict course availability and/or enrollment based on, including but not limited to, State/District/Complex Area/Complex/School/position/grade level,									
Allow authorized users to create events and submit/approve requests for events that occurred in the past.									
21.10 Online course cataloging and searching – Online catalog of learning opportunities for user registration with self-service enrollment. Extended searching capabilities by cataloging according to, including but limited to, curriculum areas, demographic data (based on position, school etc.), and required/recommended alignment.									
21.11 Support for tagging or classifying PD to improve PD catalog search results, and prescribe or target PD to users based upon observation findings, user interests and/or needs, subject/content area, grade level, fee, and/or competencies									
21.12 Online registration – Includes automated email communication and waitlisting.									
21.13 Must have the ability to tie high quality professional development directly tied to the Alabama Framework within the evaluation system.									
21.14 Future iterations of the dashboard would also consider financial implications for the cost effectiveness of professional learning in relation to effectiveness in the classroom.									
21.15 Must provide user defined badging and micro-credentialing.									
21.16 Must have the capacity to manage state, regional service center, and local content which must reflect the Alabama Framework.									
21.17 Teaching Channel content aligned to curriculum development, state initiatives, ESSA, or ALSDE strategic planning (i.e. AQTS and ACCR).									
21.18 Must support collaborative Individual Learning Plans consisting of, but not limited to, setting goals, trackable milestones, and creating activities around accomplishing those goals.									
· Goal setting shall be based on target dates and aligned to resources and/or courses.									
· Learning plans shall also be shared with other users (e.g. peers, mentors, administrators, supervisors, principals, etc.).									
Roster Management	OTB	CC	CV	Min	Maj	New	No	Comments	
22. Ability for instructors or PD administrators to manage course/section waitlists, monitor attendance, award credit, and assign individual grades and hours.									
23. Ability to pre- and post-populate rosters.									
24. Manually add individual participants or import a list of participants via a comma-separated values (CSV) file.									
25. Maintain rosters (electronic and printable), including but not limited to, electronic sign-in/attendance, labels, and name tags.									
26. Transcript – Ability to award certificates of completion and calculate training hours.									
27. Integrated reporting disaggregated to the administrator/supervisor level:									
· Roster/Registration Reporting, such as, which users are taking what courses.									
· Waitlist Report									
· Completion Status/Hours Report									
· Attendance Tracking Report such as, who is attending courses.									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

· Transcript Reports									
· Custom reporting capabilities – ability to choose any field from any course and/or section and create a custom report template.									
28. Individual Learning Plan – Allow users to set goals and create activities around accomplishing those goals. Goal setting shall be based on target dates and aligned to resources and/or courses. Learning plans shall also be shared with other users (e.g. mentors, administrators, supervisors, principals, etc.).									
29. Course Satisfaction Survey – Surveys shall be designed, developed, and published targeting individual course completers or groups of users.									
30. PD-Credit Course Approval Process									
31. Upgrades and enhancements of the PD-Credit Course Approval workflow (see Exhibit 1) by adding more flexibility and access control.									
32. PD Rating System									
33. Feedback and rating mechanism which allows users to submit a rating (based on a 5-star Likert scale) pertaining to the PD. Ratings should be visible alongside the course listing.									
34. External Credit Options									
35. Comprehensive credit typing to allow the inputting, monitoring, and tracking of various PD credit types, which includes Highly Objective Uniform State Standard of Evaluation (HOUSSE), ESSA, English Language Learner (ELL), and Reclassification.									
36. Approval workflow process for tracking completion or awarding credit for courses that are taken outside of the PD system. This credit shall be added to transcripts.									
Performance Evaluation and Observation Management	OTB	CC	CV	Min	Maj	New	No	Comments	
37. Configure and execute the evaluations and observations workflow									
38. Functionality to collect, process, and display DOE employee performance evaluations.									
39. Evaluations and observations using the Alabama model for teacher evaluation and custom rubrics.									
40. Development of functionality to support both online and off-line observation entries, and data collection for evaluations.									
41. Importation and display of Tripod student survey data and associated reporting, which includes the ability to display and compare longitudinal data within this data set and other evaluation data.									
43. Importation and display of student growth percentile (SGP) data and associated reporting, which includes the ability to display and compare longitudinal data within this data set and other evaluation data;									
44. Importation and display of additional data as necessary for calculating employee evaluation rating, and informing evaluation or PD decision making. This includes, but is not limited to, the ability to combine different data sets for comparative analysis, displaying year over year for all evaluation ratings, and the ability to render data sets into graphical representations and comparisons.									
45. Customization and configuration of the evaluations and observation workflow process and user interfaces for the appropriate role groups. This includes, but is not limited to, whole staff data entry inputting, more user friendly navigation process, and customizable dashboards to inform users of progress during evaluation entries.									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

46. Development of training tools for DOE personnel usage on how to initiate and perform evaluations and observations.									
47. Design, generate, and make available on PD standard reports that shall be used to provide feedback to administrators and educators to improve overall educator performance and effectiveness. This includes, but is not limited to, the ability to link PD to evaluation criteria.									
48. Evaluators and educators must have the ability to upload and share artifacts (e.g. observation/scripting notes, classroom videos, unit/lesson plans, self-assessments, student learning objectives, etc.) in a variety of formats (i.e. PDF, JPG, DOC, XLS, MP4) as needed.									
49. Must have the ability to allow LEAs that have adopted alternative, approved evaluation systems (these districts must be able to input their data directly into the Offeror's system) to directly enter their evaluation data into the vendor's system;									
50. System must have the capacity to support a consistent evaluation process and expectations across the state, yet allow the ability for individual school districts with approved and adopted alternative evaluation systems to develop above and beyond state expectations if they choose.									
51. The system must aggregate or disaggregate educator effectiveness data at the classroom, school, grade band, district levels, contract certification levels, and years to renewal.									
52. Must provide analytics to the component level descriptors for data analysis.									
Induction and Mentoring Management	OTB	CC	CV	Min	Maj	New	No	Comments	
53. Mentor administration									
54. Mentor surveying									
55. Mentor/mentee log keeping									
56. Mentor reporting									
57. Upgrades and enhancements for Induction and Mentoring support									
ESSA PD Plan Management	OTB	CC	CV	Min	Maj	New	No	Comments	
58. ESSA includes principal interface and reports, end-user dashboards, and data integration for ESSA data.									
59. Administration of ESSA PD Plan Status Report									
60. Review of the current implementation of ESSA PD Plan									
61. Identification of successful components of the ESSA PD Plan and which components of the plan should be modified									
62. Determination of the scope on what needs to be modified and how long it will take to modify, test, and deploy to the PD site									
63. Streamline with ESSA plan and employee Professional Growth Plan (PGP)									
64. Define custom interfaces with DOE's HR system to exchange data status of online PGP									
65. Documentation of ESSA PD Plan workflow from a DOE system administrator and end-user perspective									
66. Development of a state-wide implementation strategy in collaboration with DOE, subject to final CA approval									
Professional Growth Plan Management	OTB	CC	CV	Min	Maj	New	No	Comments	
67. User interface for customizable, user-driven growth plans									
68. Centralized repository that DOE employees can upload files and other artifacts (digital content) they wish to store in their professional career portfolios									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

69. Articulation of criteria for state and complex area initiatives and programs (re- licensure, re-classification, Administrator Certification for Excellence, Induction and Mentoring, compliance training, annual mandatory training, and ESSA)									
70. Integration of state, complex area, and school PD courses, events and trainings									
71. Customizable self-assessment tools									
72. Connection to student assessment data									
73. Connection to PD									
74. Support of customizable timelines with goal setting and progress tracking									
75. Support the ability to save attachments (evidence of learning documents, such as action research project, portfolio, reports, assignments, lesson study)									
76. Ability to generate and access reports online									
Data Management	OTB	CC	CV	Min	Maj	New	No	Comments	
<i>TMS shall include an assessment and survey collection framework that allows the creation of custom diagnostic assessments, performance assessments and surveys. In addition, functionality shall include extensive aggregate reporting on the data collected by the framework.</i>									
77. Does the assessment seamlessly integrate with TrueHire Applicant tracking system, by providing a way for the applicant to take the assessment and for the hiring authority to view the results within the application?									
78. Must have the ability to partner with and share data with institutions of higher education.									
79. Survey Creation and Management									
80. Guides administrators step-by-step in building surveys and in releasing them for data collection. Surveys shall be created and published to audiences based on their role or other demographics.									
81. Integrate or link to other online survey development applications (i.e., SurveyMonkey and Google Forms)									
Training/Go Live	OTB	CC	CV	Min	Maj	New	No	Comments	
91. Provide a solution to develop, test, train, and implement new functionality prior to being released onto the production PD site.									
82. Instructional videos, how-to quick reference documents or aides to assist users in the areas of system navigation and functionality which includes, but are not limited to, PD, Evaluations and Observations, Induction and Mentoring, and ESSA functionality									
83. An on-site program manager preferably to interface with DOE's project manager/program manager to establish project schedules and support the implementation of projects.									
84. Accommodate for at least 40,000 active, user accounts on the PDE system as part of maintaining the online TMS.									
85. System shall support at least 1,200 concurrent users, with the ability to scale up during anticipated high traffic times.									
Design, Develop, and Implement functions and services in the PD section of the site.									
86. Provide an environment for online professional learning communities (PLC) or support the integration of the PLC from another system;									
Hardware/Software maintenance and Support	OTB	CC	CV	Min	Maj	New	No	Comments	
87. All systems must integrate.									
88. Custom integration work: Additional data must be "pushed" or have the ability to travel either to or from PD and along to other systems, including but not limited to, eHR, ODS, analytics dashboard and SIS, or be able to receive additional data to meet a requirement									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

89. Migration of all the data in the PD system to new TMS and maintain the integrity of the historical data.									
90. Maintenance of hosting the service site, and all hardware and network costs associated with hosting of the service site									
91. Nightly backups of database.									
92. Nightly backups of server data.									
93. Unlimited bandwidth.									
94. All technical problems and/or issues (bug) fix updates.									
95. Upgrades to current software and installation of new software within the scope of services as defined in this contract.									
96. Weekly, conference call meetings with DOE's technical support managers to discuss implementation issues.									
97. Where the Vendor is unable to grant the DOE access to required site user level necessary to self-resolve issues, the Vendor must address such issues within forty-eight (48) business hours, minimizing negative Impact to end-users									
98. Access to online ticket submission system, and administrative support Monday through Friday, from 7:00 AM to 5:00 PM									
Additional Services	OTB	CC	CV	Min	Maj	New	No	Comments	
99. On-site training to DOE staff									
· Use of the PD application									
· Topic areas of the PD system									
· Design and development of training module or curriculum, materials, and training tools									
· The use of administrative tools to maintain the system, as needed									
100. Data uploading to migrate, convert, and import data from spreadsheets, databases, or external data systems into the PD system.									
101. Compatible with mobile platforms, including but not limited to, Apple iOS, Microsoft Windows, and Google Android environments.									
102. Systems must be able to allow differentiated data access at the state, regional service centers, local districts, building, teams, and teacher level.									
103. Must have the ability to provide school-, district-, and state-level reporting on areas of strength and weakness in connection with the performance standards (e.g. AQTS) to guide and inform broader professional learning opportunities and exemplars of best practices.									
104. Must have the ability to dynamically import/export data to/from complimentary external systems.									
Section Z: Federal Reporting	OTB	CC	CV	Min	Maj	New	No	Comments	
1. SIS produces the USDOE EDEN / CSPR reports									
2. SIS interfaces with Common Education Data Standards (CEDS)									
3. SIS allows for Foster agency file update									
4. SIS collects data for the Office of Civil Rights (OCR) reporting									
5. SIS compiles the OCR data to the LEA and State levels									
6. SIS interfaces Immigrant system MS2000									
7. SIS updated Migrant from MS2000 system and does not allow updates locally									
Section AA: B2B and API Services	OTB	CC	CV	Min	Maj	New	No	Comments	
1. SIS provides an API for export of its data with documentation and security									
2. Each module of the SIS RFP provides an API for export of its data with documentation and security									
3. SIS provides an API for import of data with documentation and security									
4. SIS utilize an API for address verification with 9 digit zip to meet USPO standards									
5. SIS utilize an API for GIS coding of addresses									
6. SIS utilize an API for SSN verification to meet SSN standards									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

7. SIS utilize an API for exporting enrollment data to Child Nutrition Point of Sale systems									
8. SIS utilize an API for importing Child Nutrition Point of Sale systems data									
9. List vendors that currently utilize the API (ie. Coylar for CNP)									
10. SIS utilize an API for exporting data to support Athletic Eligibility									
11. SIS utilize an API to import Athletic Eligibility data									
12. SIS utilize an API with the Migrant MS2000 system									
13. SIS utilize ETL process to migrate data from Operational Data Store (ODS) to Longitudinal Data Store (LDS)									
Section BB: Data Exchange & Access Requirements	OTB	CC	CV	Min	Maj	New	No	Comments	
1. The system must provide Admin Access to API that allows for Single Sign On (SSO), data transfer and embedded content from third party products.									
2. The system must allow for scheduled imports/exports of data to be automatically 'put' and 'get' files to FTP, SFTP and NFS file shares.									
3. The system must have access from the administrative portal to database tables/fields for import/export purposes and support the following formats: CSV, TXT, HTML and PDF.									
4. The system must include the 'Database Licensing' in the purchase price and the annual maintenance/support cost.									
5. System provides easy historical access to Attendance, student schedule, master schedule, behavior incidents, grades, etc. for prior school years, without having to leave the system.									
6. System stores Historical Grades, Class Rank, Honor Roll.									
7. System can calculate Weighted GPA, Un-weighted GPA, marking period GPA, and Cumulative GPA.									
8. System has the ability to secure access to historical grade records including view, edit and/or no access.									
9. System has the ability to generate transcripts for historical records imported from other systems.									
10. System has the ability to customize transcripts' template including school logo and any additional modifications									
11. System can retrieve, update, and produce report cards/transcripts from previous school years									
12. System maintains and displays school enrollments including entry and exit dates and code and enrollment comment.									
13. System has the ability to generate student transcript for both active or inactive students.									
14. System has the ability for selected users to update Historical grades, classes, GPA Calculations and recalculate GPA for an individual student when updating data									
15. System has the ability to add classes completed at schools outside of the district into Historical data									
16. System has the ability to create class rank based on weighted or un-weighted GPA									
17. System must have the ability to add, track, report, import and export on custom district tables and fields created by the district.									
18. System must have the ability to mass change/add/replace values in different modules through the system and is not limited to student demographics, scheduling, contacts, etc.									
19. System must have an audit trail for all above function.									
Section CC: Reporting Requirements	OTB	CC	CV	Min	Maj	New	No	Comments	
1. All reports can be created without the use of external software or 3rd party applications									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

22. System must include a flexible transcript reporting system that is capable of including a variety of page design elements (boxes, lines, images, text boxes, etc.) in addition to the list of grades									
23. Transcripts must include the ability to report multiple GPA calculations, such as GPA by school year or GPA by subject area, in addition to any needed cumulative GPA calculations									
24. Transcripts must include the ability to report student test scores									
25. Transcripts must include the ability to report student achievements and awards									
26. Report cards automatically and dynamically report on class period, course name, teacher, grade, attendance, teacher comment, and other items for all classes in a selected marking period									
27. System must include an at-risk dashboard that automatically analyzes students' grades and attendance data to determine an indexed score rating for each student and bands them in to school-defined risk categories									
Section DD: Technical Requirements	OTB	CC	CV	Min	Maj	New	No	Comments	
1. The system is fully web-based and utilizes a standard web browser for its user interface with 256-bit encryption.									
2. The system utilizes a scalable, industry-standard relational database management system (RDBMS), preferably an enterprise-proven DB system that supports real-time user access to critical data.									
3. The system utilizes a single, centralized relational database management system (RDBMS) for all schools within the district.									
4. The system relational database management system (RDBMS) includes integrated data backup and recovery tools.									
5. The system relational database management system (RDBMS) includes the use of multiple online log files for data recovery, rollback capabilities, and auditing.									
6. The system relational database management system (RDBMS) should enable locking of records to prohibit simultaneous updating by multiple users while still allowing multiple users to view the record.									
7. The system utilizes a three-tier architecture or n-tier application model that separates processing into discreet tiers that have a clear separation between the various tiers for distribution between the client and the system.									
8. The system can support horizontal scaling to accommodate growth and workloads.									
9. The system can support vertical scaling to accommodate growth and workloads.									
10. List the programming languages your system is based on.									
11. The system supports integration with LDAP for credential synchronization between directory services structure and system.									
12. The system supports Single Sign-On (SSO) capabilities utilizing OpenID or SAML and can function as Service Provider (SP) and defer to the district's Identify Provider (IdP) solution for user authentication.									
13. The system supports the use of non-production environment(s) with documented procedures on replicating data from the production instance to the non-production environment(s).									
14. The system must not require any specific toolsets.									
15. System supports all major browsers (Internet Explorer, Firefox, Chrome, Safari) without the need for ANY browser 'plug-ins'.									
16. The system must allow 'back end' access to the database using SQL Developer Tools, ODBC, JDBC.									

Request for Proposal (RFP)
RFP ALSDE 2024-07
Alabama State Department of Education,
Executive Section

Client Configuration:	OTB	CC	CV	Min	Maj	New	No	Comments
17. The system supports true mobile apps across both Android and iOS mobile devices.								
18. The system is fully compatible for end user access across both Mac OS X and Microsoft Windows based platforms.								
19. The system should be fully compatible for end user access across all standard web browsers including Internet Explorer, Edge, Firefox, Chrome, and Safari.								
20. The system does not require any third party plugins or application to be installed on the local client for full system functionality.								
21. Mobile functionality must include adaptive design								
General:	OTB	CC	CV	Min	Maj	New	No	Comments
22. What response time can be expected with the system?								
23. What is the current development cycle system / product updates (time between upgrades)?								
24. Does the system support standard Simple Mail Transfer Protocol (SMTP) email messaging capabilities?								
Section EE: Hosted Requirements	OTB	CC	CV	Min	Maj	New	No	Comments
1. The vendor hosted system datacenter is fully compliant with HIPAA, FERPA, SSAE 16, and ISAE 3402 standards.								
2. The vendor hosted system datacenter utilizes isolated-parallel (IP) UPS topology for power protection.								
3. The vendor hosted system datacenter complies with ASHRAE standards for temperature and humidity levels								
4. The vendor hosted system datacenter utilizes a Tier 1 Carrier Internet backbone with a minimum 10 Gigabit Ethernet connection for Internet connectivity.								
5. The vendor hosted system datacenter utilizes a minimum combination of biometric scanners and card readers for physical access to the systems' infrastructure.								
6. The vendor hosted system datacenter utilizes 24x7x365 internal and external CCTV video surveillance that includes a minimum 90 day video retention policy.								
7. The vendor hosted systems incorporate XTS-AES 256-bit data-at-rest encryption to protect data confidentially.								
8. The vendor hosted systems incorporate CA (signed) certificates with SHA-2 format a minimum of 256 bits.								
9. The vendor hosted systems utilize next-generation firewall (NGFW) technology with intrusion detection system (IDS).								
10. The vendor hosted systems utilize Distributed Denial of Service (DDoS) prevention and mitigation technologies at the perimeter edge network.								
11. The vendor hosted systems utilizes redundant backup levels that incorporate daily full backups with a minimum 30 day retention policy.								
12. The vendor hosted systems maintain multiple online log files across multiple redundant disks / SAN LUNs.								
13. The vendor hosted systems support Disaster Recovery and Data Continuity plans in the event the primary systems become unavailable or unresponsive.								
14. The vendor hosted systems support a unique and secured instance of the system per district that is completely isolated from other district systems.								
15. The vendor hosted system must sustain 99.9% availability.								
Section FF: State Administration	OTB	CC	CV	Min	Maj	New	No	Comments
1. SIS allows for STATE administration of codes								
2. SIS allows for STATE updated files from Assessment vendors								
3. SIS allows for a STATE update for Direct Certification from DHR, Medicaid, Foster agencies								
Section GG: Release and Maintenance Management	OTB	CC	CV	Min	Maj	New	No	Comments
1. Releases Management Principals								
2. Major releases standard schedule:								
1) Monthly								

