

Questions and Answers

Design and Maintain an Online System for the Delaware Educator Evaluation System - 2/1/2019 7:55:00 AM

Number: 2019-13

Questions and Answers:

Q: TO DESIGN AND MAINTAIN AN ONLINE SYSTEM FOR THE DELAWARE EDUCATOR EVALUATION SYSTEM Posted On: 2/4/2019 5:48:38 AM

Could you please help me with the following questions:

1. Whether companies from Outside USA can apply for this?
(like,from India or Canada)
2. Whether we need to come over there for meetings?
3. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

A: 1. In relation to an RFP, yes, companies from outside the US can apply. The data cannot leave the US. Answered On: 2/28/2019 8:31:53 AM
2. We may require in-person training.
3. In relation to an RFP, yes tasks can be performed outside the US, but our data cannot leave the US.

Q: BID BOND Posted On: 2/12/2019 4:18:46 PM

There is a confusion about exactly when the Bid Bond is due - Pg 21 Para I states Bid Bond is due with the RFP submission while Attachment 8 seems to refer to the Bid Bond upon award. Please clarify

Page 21, section I & Attachment 8 Bid Bond Page 40

Each bidder shall furnish a Bid Bond to the State of Delaware for the benefit of Delaware Department of Education in the amount equal to 10% of the respective bid value. The bond shall be drawn upon an insurance or bonding company authorized to do business in the State of Delaware. If the enclosed standard State of Delaware bond form is not used, the substitute bond must reflect the minimum conditions specified in the standard form. A certified check made out to Enter Agency Name in an amount equal to 10% of the respective proposed value may be submitted in lieu of a proposal bond.

Question: Shall bid bond be returned to vendor upon application if vendor does not win award (p21, section I)

A: Yes, once the award has been made, bid bonds are returned to vendors. Answered On: 2/28/2019 8:42:29 AM

Q: RFP - Scope of work Posted On: 2/12/2019 4:25:15 PM

1. The words Scope of Work are addressed 6 times in the request. (p.4-item 2) (p43-1.4) (.20-3b) We did not find the detailed Scope of Work - Where is it?

2. Are there any requirements for historical evaluations that need to be imported into the system from past years?

3. What providers or Incumbents were approved by Delaware DOE(2015-18) to build and maintain the DPASII system in the past 3 years? Were Bloomboard or Empirical Education the original award recipients?

A: 1. This is located on page 2 and 3 under Scope of Services. Also, additional information is included in the addendum.

Answered On:

2/28/2019 8:44:34 AM

2. We would like all observations and evaluations from the last 2 years.

3. Bloomboard was one of the original award recipients. We currently use Data Service Center.

Q: Reporting Services, Professional Development, Forms, User Roles and count

Posted On:

2/12/2019 4:42:34 PM

1. Page 3, Part I , Reporting Services- Are any other reporting services required besides those listed below
a. *Reports for the distribution of criteria and component ratings for observations and evaluations. *Staff assignment reports (administrator of record for each educator, educator's assigned group-1, 2, or 3).
*Reports to show credentials for conducting evaluations. *Exemption/exclusion reports by reason (retired, late hire, terminated, medical leave) *Reports showing an educators' ratings over time for each criteria, component, measure, and overall summative rating. *Reports to compare Component I-V ratings with Component V. *Reports comparing overall ratings for various measure types (Measure A, B and C).
*Graphical format/representations for reports. *Reports include aggregated and disaggregated data reports. *Real time completion rate reports.

2. Page 3, pt 1 Integrate platform with current professional development catalog with offerings aligned to rubric components in order to support feedback and recommendations.: Please provide direct links to the current professional development catalog. Current site referenced in the RFP is not accessible.

3. Page 3, Pt. 1 *Integrate platform with current professional development catalog with offerings aligned to rubric components in order to support feedback and recommendations. Where can we find the current PD catalog.

4. Can you provide the minimum requirements for calibration modules for evaluators (page 2 , support section) Is this required for the response?

5. Can you please provide all the forms to customize for the DOE (Page 2, set-up and functionality of platform services)

6. Please estimate the number of Teachers, Administrators, specialists, and DOE members requiring access to the system (Page 2, online access to log in credentials) ? Page 2 Voluntary Pre-bid Meeting- The vendor must provide the following support/services for DDOE, Districts, and Charter Schools: Please identify the number of School Districts, Charter Schools, Buildings, number of personnel to be evaluated, and Administrators who will be evaluators, administrators, or DOE personnel.

A: 1. Not at this time.

Answered On: 2/28/2019 8:46:36 AM

2. Access is only internal. PD Course offerings are categorized or tagged by DPAS Component. There are currently 110 offerings.

3. Access is only internal. PD Course offerings are categorized or tagged by DPAS Component. There are currently 110 offerings.

4. Videos that can be viewed and ratings can be submitted that would receive a correct or incorrect score from the system.

5. These are located online in each of our DPAS II guides.

<https://www.doe.k12.de.us/Page/3742>

<https://www.doe.k12.de.us/Page/3750>

<https://www.doe.k12.de.us/Page/3750>

6. Teachers/specialists-roughly 10,000

Administrators-roughly 700

Districts-19

Charters-24

School Building - 220

Q: Requirement Questions

Posted On: 2/15/2019 11:45:38 AM

1. "Setup workflows for various roles - building level, district level, state level" - pg 2
Who are you expecting to set up the workflows in the system? The developers or the users?
2. "Customize forms to match DDOE approved evaluation forms" - pg 2
Who are you expecting to set up the forms in the system? The developers or the users?
3. "Import from other information systems" - pg 2
Do you know what kind of connection/process will be available to connect with the other systems?
Example: API, FTP, etc...
4. "drop and drag evidence" - pg 3
Can you explain where the users will be dropping the files to and from? Are you expecting users to be able to drag a file from their computer to the system so it can be uploaded? Or will they be dragging files within the system from one page/section to another? Do they need to be able to drag just one file at a time or multiple files?
5. "Provide file hosting space to users" - pg 3
Are you expecting all user uploaded files to be available in one place, regardless of which page/section the user uploaded the file?
6. "customizable walkthrough forms" - pg 3
What should the walkthrough form look like? What will the user see when they are utilizing the walkthrough forms? What should the schools and district levels be able to customize?
7. "Provide all data to DOE" - pg 3
What format does the DOE expect the data to be in? How does the DOE expect to receive the file?
8. How many reports are expected to be ran? How many users are expected to run the reports? How often are reports ran? Is there a time of year when reports are ran more frequently than others?
9. How many users are expected to use the system?
10. "Proof of insurance and amount of insurance" - pg 4
Do you want a copy of our insurance and the amount included in the proposal packet?
11. Are you expecting any specific information in the electronic pricing file? Will you accept a price range (optimistic/lowest price to pessimistic/highest price) if the technical requirements are not defined enough?
12. If it is not feasible to create a custom software in 3 months or the current vendor's contract can be extended, when do you expect the project to be completed by? Or does the system absolutely need to be up and running by the summer of 2019?
13. Will we be able to communicate with the other DDOE program vendors while integrating with their system?
14. Do any of your users have internet or computer system limitations that need to be taken into consideration (ie: older versions of Windows, using Mac, poor wifi connection in the school building)?
15. Are you open to utilizing a customizable, but already built reporting analytics platform?

A: 1. Districts/users will identify supervisors and whom they are evaluating in the system.

Answered
On:

2/28/2019 1:31:38 PM

2. Developers

3. API or SFTP is available and open to other options.

4. Users may collect evidence in the form of a Word document, PDF, picture that has been uploaded into a personal library or shared space/warehouse under the educator's evaluation page and dropped under a specific part of the rubric that the evaluator is inputting content for evidence.

No.

Yes.

One.

5. Yes

6. They are typically in a checklist format with text boxes for comments. Same as above. The content and format of the walk through form.

7. CSV. Nightly.

8. See page 3 of RFP. Depends on the roles of the users. As needed. No.

9. 10,800

10. No, this needs to be provided before a contract is signed but not needed as part of the RFP submission.

11. Yes. Please include parameters that effect the adjustment in price.

12. August 1, 2019. Yes.

13. This has yet to be determined.

14. The application needs to be browser agnostic and mobile compatible so it can be used on different devices such as laptops, chromebooks, tablets, etc. Supported browsers include IE11, Edge, Chrome, Firefox, and Safari.

15. Yes

Q: Requirements Clarifications

Posted On: 2/20/2019 11:36:17 AM

1. Does each school have a different set of evaluation questions or all questions in the Delaware Department of Education schools are the same?
2. Could You provide additional information on what the "Calibration Modules" function is – I'm not familiar with that term in the context of an educator evaluation system?
3. Could DDOE elaborate on the requirement: "Integrate platform with current professional development catalog with offerings aligned to rubric components in order to support feedback and recommendations"
 - a. Is the "current professional development catalog" a resource maintained by the DDOE or by a third party?
 - b. Is this catalog available on line?
 - c. How often is it updated?
 - d. Is the catalog already aligned to the rubic components or is that a task required by the contractor?
- 4 Could DDOE elaborate on the following requirement: "Allow for customizable walkthrough forms at school and district level". From a system perspective it is not clear what a "customizable walkthrough" is?

A: 1. The criteria for the evaluation systems are uniformed for the 85% of local education agencies that utilize the statewide evaluation system –DPAS. Alternative evaluation systems have alternative criteria that includes 9 variations. Answered On: 2/28/2019 8:55:30 AM

2. A professional development opportunity for evaluators to calibrate for inter and intra rater reliability.

3. DDOE. This information is not public. As needed. The catalog is already aligned and currently has 110 offerings.

4. They are typically in a checklist format with text boxes for comments. The walkthrough forms typically align to criteria within the evaluation system, but include specific "look fors" or a checklist for the criteria.

Q: Primary Audiences Posted On: 2/20/2019 6:14:00 PM

Is it correct that there are 4 primary audiences for this system each with their own interface and workflow: Educators, Administrators, Schools, District Users, State users. If so, how many users will there be of each of these user-types?

A: Yes. Answered On: 2/28/2019 8:56:03 AM

of teachers/specialists-roughly 10,000
 # of administrators-roughly 700 (includes the school and district users)
 # of state users-roughly 7

Q: Evaluations Posted On: 2/20/2019 6:15:09 PM

For the evaluations themselves, who does the evaluating? Are supervisors evaluating their subordinates or are educators self evaluating? If the evaluation is done online, does it have an open date and a close date (e.g. a window within which the evaluations must be done before a deadline)? If so, can you elaborate on the timing and whether evaluations can be saved in progress and worked on over time or done all at once. How often are educators evaluated, is it a once a year process? In addition to forms, will evaluations include any supplementary materials such as free-form text, uploaded documents, or media?

A: Both. Summative Evaluations must be done by June 30th but some evaluations because of certain circumstances would be completed the next school year by September 30th. For inexperienced educators (Year 1-4) and experienced educators not in good standing it is annually. For experienced educators in good standing it is every other year for a summative evaluation. Yes as well as information from observations and conference meeting notes.

Answered On: 2/28/2019 8:58:03 AM

Q: Evaluations

Posted On: 2/20/2019 6:16:11 PM

Do evaluations go through a review process before becoming finalized? Can an evaluation be changed or challenged and is their governance or workflow for that process? Would that process all be administered via this new online tool?

A: Yes. Yes. Yes.

Answered On: 2/28/2019 9:00:36 AM

Q: Final Questions

Posted On: 2/20/2019 6:22:40 PM

1) Should the tool include functionality for automated or triggered notifications? (e.g. reminders to educators that their evaluations are due, or reminder to someone that there are newly submitted evaluations that require their approval)

2) The tool is meant to facilitate evaluating educators (which can include teachers, principals, administrators and specialists) and is done in accordance with all of the policies and rubrics currently available on your website here: <https://www.doe.k12.de.us/domain/546>. Most of the content here is currently contained within PDF documents, including both Rubric overviews and Evaluation Forms. Would this new tool basically REPLACE these PDFs with online and interactive versions of these forms, or is the tool meant as a place to store and retrieve documents and forms that are handled offline and then track and report on them?

3) If the new tool replaces these forms, is it expected that each evaluation is comprised of a series of questions and form fields related to rubrics that can be edited and modified over time from an administrative interface?

4) Are the components of these forms as well as the historical ratings, measures, groups all stored somewhere as structured data and would all of this data need to be loaded into this new system in order to generate some of the reports you elude to such as "historical view of ratings" or comparison of measure A, B, C ratings, etc.?

5) This project seems to warrant a custom solution, built with .NET technology using SQL Server and integrated with numerous other DDOE systems. Building this out by August of 2019 does not seem realistic. We think it will take 6-9 months to diligently design architect and build a solid, tested, and highly flexible system that you'll be able to maintain and grow with in the coming years. May we propose this realistic approach, timeline and budget?

- A:** 1. Yes, but it would be that the evaluator receives the reminder that an observation, conference, or evaluation is due and notification to the educator of when the educator has a newly created conference or completed form and when they need to complete a form themselves that the educator needs to have from them.
2. The system would replace the documents, users use the electronic forms for all activities related to the evaluation process.
3. Only the state will modify any forms or rubrics if and when changes are made to the system.
4. Yes, we would be able to provide access to the vendor to obtain necessary historical information.
5. This may be an option. We could agree to certain amount of access to reports and forms in August with a timeline to add other features throughout the year.

Answered On: 2/28/2019 11:43:14 AM

Q: Requirements Clarifications & Questions

Posted On: 2/21/2019 11:09:01 AM

Section Number: II - Scope of Services (Set-up and functionality of platform services)
Page #: 2
Paragraph: 5

*Provide a development/implementation timeline of services to DOE.

1. Is the current system COTS solution?
2. If not, how long it took to develop the current system?
 - a. What is the current system environment (Technology)?

* Calibration modules for evaluators.

1. Provide sample screens from the current system

*Based on DOE requests due to changes of the evaluation system, the vendor will accommodate updates/changes to system/platform (process, forms, timelines, reports, etc.) before August 1st of each school year.

1. How many Forms and Reports required to be changed on each school year?

Section Number: II - Scope of Services (Set-up and functionality of platform services)
Page #: 2
Paragraph: 6

*Customize forms to match DDOE approved evaluation forms which may include other alternative evaluation system forms.

1. How many evaluators will be in the new system?
 - a. Does each evaluator(s) will have their own evaluation form?
 - b. How many evaluation forms in the new system?
 - c. How often we need to make changes in those forms?
2. Does all the customization to be implemented by the vendor or DDOE users?
3. What are the other alternative evaluation system forms and what is the backend database used in these systems?

*Capability for evaluators to schedule in the platform conferences and/or observations and the system will alert educators of scheduled events through email and the platform.

1. Who will be the evaluators?
2. Will they schedule the conferences and/or observations for their school/school district/entire state
3. Is there any data migration required from current system to new system?
4. Are alert mails should go from the new system?
 - a. Or, just initiate the alert mail from new system and use third party tool/API which state may already own.
5. Does the new system have an option to keep track of list of registrants and attendees for each conferences?
6. Is it required to send SMS alerts to the educators?

*Provide nightly data file(s) based on DDOE specifications.

1. What type of data file should be generated in the new system?

*Online access with login credentials to the platform for users: teachers, specialists, administrators and DDOE employees to complete and manage all aspects of the educator evaluation system

1. Do we need to implement State's single sign-on option?

*Setup workflows for various roles - building level, district level, state level

1. Can a user have more than one role (with one login)?

*Import from other information systems to indicate the experience level of teachers/specialists (novice and experienced) which will personalize the evaluation process for the employee.

1. How many other information systems?
2. Is there any API calls to import information from other systems?
 - a. If not, is there any existing process available? What is that process?
3. What is the data file format of other information systems?

Section Number: II - Scope of Services (Set-up and functionality of platform services)

Page #: 3

Paragraph: 1

*Allow educators to self-assess/rate themselves using rubrics and share with evaluator prior to finalization of the observation or evaluation form.

1. Can you provide rubrics evaluation guideline?

*Integrate platform with current professional development catalog with offerings aligned to rubric components in order to support feedback and recommendations.

1. Can you provide the technologies used in the current development catalog platform?

*Allow for customizable walkthrough forms at school and district level

1. Do you require any workflow to be integrated with customizable walkthrough forms?

*Capability for evaluators to share completed evaluations with other evaluators and allow access to other district or school evaluators to complete additional observations.

1. Do they require other evaluators to add their observations on the same evaluations?

*Provide file hosting space to users to support evidence collection (uploaded files, documents and links) aligned to rubrics.

1. What is the normal size of the files?
2. How many files did you receive last 2 years, in the current system?
3. What type of files and documents be uploaded?
4. What is the maximum size of a file (to be uploaded)?

Section Number: II - Scope of Services (Reporting services)

Page #: 3

Paragraph: 2

1. Do we need to generate reports in PDF or HTML or any other format.

*Historical reporting/data retention to include hosting, backup/recovery.

1. Howlong do we need to keep the data?

*Integration with other DDOE programs - such as student and employee information systems

1. Please let us know the front end and backend of other DDOE programs

*DPAS related reports and forms available at the employee, evaluator, building, district, and state levels.

1. How many total reports available in the current system?

*Graphical format/representations for reports

1. How many reports required for Graphical format/representations?

Section Number: V - RFP Miscellaneous Information

Page #: 30

Paragraph: 6

Production Environment Requirements The State of Delaware requires that all hardware, system software products, and application software products included in proposals be currently in use in a production environment by a least three other customers, have been in use for at least six months, and have been generally available from the manufacturers for a period of six months. Unreleased or beta test hardware, system software, or application software will not be acceptable.

1. Do you need COTS solution or customized solution?

A: 1. Yes.

2. The current vendor already had a system in place that we were able to customize within a couple months.

a. Microsoft.net

1. Not available, we want this to be designed.

1. Depends on regulation or system changes-this is unknown at this time.

1. We have 7 alternative systems.

a. The form itself is the same. Each evaluator completes a form for each person they are evaluating.
b. Across all systems roughly 50.

Answered
On:

2/28/2019 3:17:42 PM

- c. Unknown at this time but not generally often, maybe every other year.
 2. We would give you the specifications and the vendor would complete the customization.
 3. Alternative Evaluations systems consist of different rubrics(7).
-
1. Typically the supervisor of a teacher, specialist, principal or district administrator.
 2. For the person they supervise-at the school level.
 3. Yes.
 4. Yes.
 - a. No.
 5. This conference is a meeting between the evaluator and the person they observe and evaluate. A list of registrants is not required.
 6. No.
-
1. CSV.
-
1. Yes.
-
1. Yes.
-
1. A data import from one other system would identify novice vs. experienced educators.
 2. Yes.
 3. Microsoft SQL.
-
1. This is public and can be found on our website
These are located online in each of our DPAS II guides.
<https://www.doe.k12.de.us/Page/3742>
<https://www.doe.k12.de.us/Page/3750>
<https://www.doe.k12.de.us/Page/3750>
-
1. DOE's Professional Development Management System is a web-based database that is hosted and managed by a vendor (PowerSchool).
-
1. No.
-
1. Possibly.
-
1. The application needs to be flexible to handle word documents to pictures. Size varies.
 2. This information is unknown.
 3. Users may collect evidence in the form of a Word document, PDF, picture that has been uploaded into a personal library or shared space/warehouse under the educator's evaluation page and dropped under a specific part of the rubric that the evaluator is inputting content for evidence.
-
4. File size could vary.
-
1. PDF or excel is applicable/possible.
-
1. At least 6 years.
-
1. Microsoft SQL and .net

1. 10.

1. 10.

1. We would prefer a COTS solution.

Q: Delivery Timeline

Posted On: 2/21/2019 12:49:37 PM

Is there a DPAS II system already in place or was the tool that has been used just trial based software solution?

A: Currently in place.

Answered On: 2/28/2019 8:58:50 AM

Q: Data Architecture and Data Protection Methodology

Posted On: 2/21/2019 1:06:28 PM

How is the short term and long term data currently stored and retrieved?

What database is used to produce the reports and warehouse the information?

Is the solution currently running on a cloud platform?

What other departments will the DoE will need to share its results with? Will those departs (Federal, Local, State) need to normalize this data to their database format(s)?

A: 1. Data Warehouse. Some data is taken as a snapshot daily, other data is stored annually.
2. Microsoft SQL, SSRS/Visual Studio
3. Yes.
4. None.

Answered On: 2/28/2019 1:24:21 PM

Q: Customized Data Reporting

Posted On: 2/21/2019 2:14:11 PM

Will respective DoE personnel be expecting to generate their own customized reports against historical data?

A: Yes.

Answered On: 2/28/2019 2:30:38 PM
