



Common Registration System RFP Pre-Bid Meeting

October 15, 2020
Virtual Meeting



Delaware
Department of Education



Meeting Logistics

- Please type the following into the Chat:
 - Name
 - Title
 - Organization
 - Phone number
 - Email
- Keep microphones muted. We will open the meeting for questions at the conclusion of the presentation



Introductions

Red Clay Consolidated School District:

Kristine Bewley, Supervisor of Technology

Indian River School District:

Carisa Pepper, Data Support Specialist

Delaware Department of Education (DDOE):

Dr. Alyssa Moore: Education Associate, Digital Learning

Meaghan Brennan: Education Associate, Finance

Corey Downer, Education Associate, Technology Operations

Rajesh Gautam: Early Learning Data Consultant/SME

Caitlin Gleason: Education Associate, Early Learning

Patches Hill: Director, Technology Operations



Agenda

- Overview
- Requirements & Scope of Work
- Accessibility
- Proposal Dates & Application Package
- Questions



Overview



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Intent of this Request for Proposal

- The Delaware Department of Education (DDOE) is seeking proposals from qualified vendors (Vendor) to provide a solution to enable Delaware citizens to electronically enroll their students for public education and submit required documentation. This solution may be either through a product, application, service or custom software and application development.
- Additional phases may allow parents to log into the same solution and apply for additional programs or services related to kids from birth to age 21 offered by state agencies: Department of Education (DOE), Delaware Health and Social Services (DHSS) and Department of Services for Children, Youth and their Families (DSCYF). The solution, which is the subject of this Request for Proposal (RFP), is referred to as the Common Registration System (CRS).



Intent of this Request for Proposal

- Provide a multilingual, mobile-friendly, secured, scalable, cost-effective solution to residents of Delaware to register their children electronically.
 - Provide a way for parents and agencies to electronically register children to PreK-12 programs offered by DOE and Local Education Agencies (LEAs).
 - Provide a way for parents to track status of their application/case when parents register their kids.
 - Provide a way to upload required documents.
 - Provide a function to transfer all data and documents if a family moves from one location to another.
 - Provide a way for parents to electronically register children aged birth-5 to other programs and services offered by DOE, DHSS and DSCYF.
 - Provide a way to upload required documents.
 - Provide a way for parents to track status of application/case when parents register their kids.
 - Provide a parent portal where they can list themselves and their children as students, manage parent and student information, upload documents and easily register for programs and services.
 - Provide a comprehensive search function to search for any programs, services, and providers available within the state for which they are eligible. Filters like department, service type, program type, program name, provider name, city, and zip codes(location) etc. should be available. Program and service information should also include FAQ, policies, eligibility, contacts administered through the admin website.



Intent of this Request for Proposal

- Store and transfer data from parent input to the receiving program, service or LEA.
- Provide the ability to import existing data (in the form of excel sheet or other data sources) related to programs and services.
- Provide alert services for families through texts or emails about the availability and status of these services. (ex. Kindergarten registration is available or will be available from this date, send notifications on successful registration of the student).
- Provide multi-layered security and access to system features and documents.
- Provide multiple layers of reporting capability for varied audiences (ex. departments, state super admins, program and service coordinators/admins, LEA staff, and families)
- Ability to store and share data and documentation attached with parent login.
- Ability to store data and documents for children up to 21+ years of age.



Intent of this Request for Proposal

- Interfaces

- Interface with DELSIS (UID system used within DOE) to validate if registering party (e.g. student) already exists in DELSIS. If not, ability to create a new student ID and maintain the integrity of this UID. Search function may be required to search for existing party with in DELSIS.
- Interface with eSchoolPlus. eSchoolPlus is a student information system, used by the DOE for registering and tracking students from PreK-12. This solution should be able to take all data and extend it to eSchoolPlus for further tracking and reporting purpose.
- Potential to interface with School Choice application for students applying to a school/program outside of their resident school.



Requirements & Scope of Work



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Requirements & Scope of Work

| Category | Requirements |
|------------------------------|---|
| <p>Solution</p> | <ul style="list-style-type: none"> • Multilingual • Mobile-friendly • Secure • Scalable |
| <p>Main Functions</p> | <ul style="list-style-type: none"> • Super Admin tool to maintain entities and metadata • Admin tool for location-based LEA, program, and service coordinators • Role, program, organization, and location-based security • Ability to handle workflow with the capability of adding standard and ad hoc forms and data fields • Parent portal to search and explore LEA, program, and service information. Parents must register themselves or family members to these programs or services and further track status of their application • Standard reports and ad hoc reporting functionality • All documents uploaded by users should be scanned for viruses and be stopped at user end if they are infected • Capability to create a unique URL related to specific program and/or location to enable the LEA, program, or service to add this link to their current website • Way to store and access documents and share between locations <ul style="list-style-type: none"> ○ Allowed Document Types: at least PDF, Doc, Docx, xls, jpg, png , with the ability to add more types in future |



Requirements & Scope of Work

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| <p>Super Admin Tool</p> | <ul style="list-style-type: none"> • Ability to add/edit departments and its attributes • Ability to add/edit funding stream and its attributes • Ability to add/edit programs, organizations, locations, contacts, eligibility matrix, policies, FAQs, documents and its attributes • Ability to add organizations and its attributes and assign “parent organization” indicator • Ability to add/edit users and assign roles to them to drive security rules • Ability to handle notifications at program-or program-location level • Ability to manage user data including resetting passwords • Ability to add categories and subcategories to drive dropdowns • Ability to add help tips or links in front of the links or data fields to guide users • Ability to import data related to programs, organizations, locations etc. from different data sources |
| <p>Parent Portal</p> | <ul style="list-style-type: none"> • Delaware parents should be able to search for any LEA, program, or service based on its location, entered zip code and/or filters. • Solution should provide a way to register either through email or phone. • Email validation should be done through an email verification process and phone verification should be done through an OTP validation process. • Way for user and/or admin to reset passwords. • Ability to validate the eligibility of user registering for the program. • Application should be autosaved. • User should be able to track status of their application for which they register. • All information about users, including documents, should be retained and maintained all time. At the time of registering for a program, all previously available information should be prefilled. • Ability to upload all mandatory documents related to the specific program. • Ability to transfer from one program organization location to another program organization location. • Ability to fill out PreK-12 standard forms/fields and unique/ad hoc forms/Fields. • Ability to handle standard and ad hoc surveys/forms • Accommodate PreK Specific questions. |



Requirements & Scope of Work

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| <p align="center">Common Registration (PreK-12)-Admin</p> | <ul style="list-style-type: none"> • Setup users through role-based security. • LEAs should be able to list mandatory and non-mandatory documents that needs to be uploaded. • LEAs should be able to register and upload documents related to students if parents submit applications manually. • Unique links for schools and respective grades' yearly registration can be created by admins. • Schools should be able to create ad hoc forms and add them to workflow and ad hoc data fields. • Ability within the tool to send notifications related to application status and communicate with parents. • Standard and ad hoc reporting. • Include 'workflow' of application including the ability to request more information from submitter. • Include tracking/progress reporting of submission completion. |
| <p align="center">Interfaces</p> | <p>DELSIS- An application maintained by DOE which creates and maintains a UID:</p> <ul style="list-style-type: none"> • Based on the first name, last name and DOB, the interface must check if a child who is registering already exists: <ul style="list-style-type: none"> ○ If yes, then use existing student ID. ○ If no, then create a new student ID and maintain it. |
| | <p>eSchoolPlus - A system, used by DOE for registering and tracking students from PreK-12.</p> <ul style="list-style-type: none"> • All data captured through this new solution or tool should be passed on to eSchoolPlus for further tracking and reporting. |
| | <p>School Choice – An application managed by an outside vendor for registering students applying to a school/program outside of their resident school.</p> |



Requirements & Scope of Work

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| Future Phases | <p>MCI System – A system maintained by DHSS that creates and maintains UID within DHSS and exposes web service to outside world:</p> <ul style="list-style-type: none">• Based on the first name, last name, and DOB, the interface must check if a child or family member who is registering already exists:<ul style="list-style-type: none">○ If yes, then use existing MCI Number.○ If no, then create a new MCI Number.• This integration must tie student ID from DOE to MCI number from DHSS, for better data reporting and business and data analytics. |
| | <p>DataMart</p> <ul style="list-style-type: none">▪ Besides transactional database, DataMart is required to run ad hoc reports and run business and data analytics.▪ This DataMart should have the capability to connect student id and MCI number so that additional data can be pulled from different departments and systems. |
| Support | <ul style="list-style-type: none">• Vendor will manage the administrative activities related to initial application setup and parent portal.• Vendor will provide support to setup, programs, users and roles on ongoing basis. |



Support

- Provide support model including assignment of point personnel who have knowledge of our environment and can provide individualized support
- Provide the ability to support end users
- Capability to diagnose, test, and resolve issues with specific websites or web applications with minimal involvement from the state of DE
- Provide causal analysis for issue resolution



Accessibility



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Accessibility

- The solution must meet the standards of Section 508 of the Rehabilitation Act of 1973, which includes the Web Content Accessibility Guidelines 2.0 (WCAG 2.0). Information about Section 508 is available from the GSA (<https://www.section508.gov>). Information about WCAG 2.0 is available at the W3C website. (<https://www.w3.org/TR/WCAG/>).



Proposal Dates and Application Package



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Important Dates

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| Public Notice | October 2, 2020 |
| Deadline for Questions | October 22, 2020 |
| Response to Questions Posted By | October 29, 2020 |
| Deadline for Receipt of Proposals | November 10, 2020 at 2:00 PM (Local Time) |
| Estimated Notification of Award | December 2020 |



Complete Application Package

Three paper copies with one marked “original” with original signatures and three electronic copies on a USB stick

- Transmittal Letter as specified on page 1 of the Request for Proposal including an Applicant's experience, if any, providing similar services.
- The remaining vendor proposal package shall identify how the vendor proposes meeting the contract requirements and shall include pricing. Vendors are encouraged to review the Evaluation criteria identified to see how the proposals will be scored and verify that the response has sufficient documentation to support each criteria listed.
- One (1) complete, signed and notarized copy of the non-collusion agreement (See Attachment 2). “ORIGINAL”, MUST HAVE ORIGINAL SIGNATURES AND NOTARY MARK. All other copies may have reproduced or copied signatures – Form must be included.
- One (1) completed RFP Exception form (See Attachment 3) – please check box if no information – Form must be included.
- One (1) completed Confidentiality Form (See Attachment 4) – please check if no information is deemed confidential - Form must be included.
- One (1) completed Business Reference form (See Attachment 5) – please provide references other than State of Delaware contacts – Form must be included.
- One (1) complete and signed copy of the Subcontractor Information Form (See Attachment 6) for each subcontractor - only provide if applicable.



RFP Designated Contact

Meaghan Brennan

Education Associate, Financial Reporting and Contracting

DE Department of Education, Finance Office, Rm. 275
401 Federal St, Ste 2
Dover, DE 19901

Meaghan.Brennan@doe.k12.de.us



Communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid and may disqualify the vendor. Vendors should rely only on written statements issued by the RFP designated contact (above).



Questions



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Questions

- Methods for asking questions:
 - Use the Raise Hand feature to ask your question aloud during this portion of the meeting
- OR**
- Type your question in the Chat

