Questions and Answers

Common Registration System - 10/2/2020 7:40:00 AM

Number: 2021-05

Questions and Answers:

Q: DataMart	Posted On:	10/19/2020 3:44:11 PM
Can you please describe the DataMart?		
A: Comprehensive information will be pulled together in our common LDS over time so that we can get multi-agency data mapping for the whole child.	Answered On:	10/28/2020 11:52:08 AM
Q: Contract Costs	Posted On:	10/19/2020 3:45:49 PM
Do you intend to pay for everything up front for the next three years or will you pay year by year?		
A: DDOE plans to pay by year on a July 1-June 30 cycle.	Answered On:	10/28/2020 12:49:19 PM
Q: Identity Management	Posted On:	10/20/2020 5:29:25 PM
Does a common identity management provider service all state-level and district-level stakeholders? (e.g. DDOE, DHSS, DSCYF, District LEAs). If so, which one. If not, please list the technology used by each department.		
A: DDOE has ClassLink and many of the other agencies are in the process of moving to OKTA as a single-sign-on solution for accessing tools. We believe that the solution must support industry standards like OAuth and OpenID Connect to be able to take us into the future. Most schools/agencies have standardized on Active Directory or Google for user level authentication.	Answered On:	10/28/2020 11:54:20 AM
Q: Multilingual Requirements	Posted On:	10/20/2020 5:29:58 PM
Would DDOE consider providing translation services for the multilingual requirements?		
A: We need to have the solution be easy for end user support regardless of native language. If translation is part of end user support, we could evaluate ability to meet the requirement.	Answered On:	10/28/2020 11:51:36 AM
Q: Multilingual Requirements	Posted On:	10/20/2020 5:30:35 PM
Could non-English/non-Spanish multi-lingual support be added in future phases?		
A: As long as the winning vendor would contractually obligate to do so and it was agree before signing contract.	Answered On:	10/28/2020 11:53:44 AM

Q: Reports		Posted On:	10/20/2020 5:30:59 PM

Please provide a list of required reports and either an example or narrative description of each.

A: We need to have business and data analytics applied across the state to highlight trends over time. Full report requirement are really still unknown until more analysis is completed.

Answered On: 10/28/2020 11:56:26 AM

Q: DELSIS		Posted On:	10/20/2020 5:31:36 PM

Does DELSIS currently provide a Search API? If not, what means of communication with DELSIS is available to the vendor?

A: No as a stored procedure runs to support this function.

Answered On: 10/28/2020 11:56:51 AM

Q: Enrollment		Posted On:	10/20/2020 5:32:13 PM

Will this system be used for the basic, initial enrollment of students at LEAs for general, public-school education? Or is it intended to enlist already-enrolled students in additional services.

A: This system will be used for both initial and longer term additional programs/services.

Answered On: 10/28/2020 11:57:46 AM

Q: Registration		Posted On:	10/20/2020 5:32:45 PM

Describe an end-to-end example of the DDOEs vision of a guardian registering an account in the system, associating themselves with a student, and applying for a service for that student. Please comment on any approvals or reviews that need to take place by LEA staff, service providers, or other stakeholders.
--will DDOE staff approve first time registrations using uploaded birth certificates, drivers licenses, etc..?

A: Efficient workflows need to be presented to us as part of this RFP.

Answered On: 10/28/2020 11:57:24 AM

Q: Branding		Posted On:	10/20/2020 5:33:18 PM

Will all forms / registration workflows have a consistent look/style regardless of service provider/location/LEA, or will it need to support any branding, themes, styles particular to each provider?

A: Initially this is only used to support State of Delaware - Department of Education functions so it should be branded appropriately. Over time LEA's and other agencies may need to brand if used for additional functions.

Answered On: 10/28/2020 11:58:33 AM

Q: Super Admin Tool		Posted On:	10/20/2020 5:33:53 PM

With respect to the super admin tool, elaborate on the presence of funding streams. Describe any financial information tracked by this application?

A: Limited financial streams if any would be tracked by this system.

Answered On: 10/28/2020 11:58:09 AM

Q: Eligibility	Posted On:	10/20/2020 5:34:24 PM

Expand on the statement: "Ability to validate the eligibility of user registering for the program". Please give examples of things that impact eligibility.

A: Already registered students and permanent/main address in regards to student registration are examples that would make someone ineligible. Other eligibility requirements will be defined in future phases.	Answered On:	10/28/2020 12:16:41 PM

Q: Eligibility	Posted On:	10/20/2020 5:34:57 PM

Does the application need to make determinations of a user's eligibility based on logic-driven prompts and answer evaluations?

A: Solutions should include some form of logic across eligibility requirements.	Answered On:	10/28/2020 12:17:17 PM

Q: Overview	Posted On:	10/21/2020 12:06:31 AM

We didn't attend the Pre-bid meeting which was held on October 15, 2020. Is it mandatory to attend ?
Can we participate for Bidding ?

A: The pre-bid meeting was not mandatory to attend so you can still bid.	Answered On:	10/28/2020 12:17:58 PM

Q: Overview	Posted On:	10/22/2020 6:01:11 AM

What is the expected timeline for the project ?

A: We hope to have it complete and ready to roll out to the districts\charters by end of Q1 2021 in preparation for use by districts for the 21/22 school year.	Answered On:	10/28/2020 12:18:49 PM

Q: Technical Requirements	Posted On:	10/22/2020 6:03:37 AM

Do you prefer any cloud-hosted Solution?

A: As a cloud first state we prefer our solution to be cloud hosted with integration back to our locally hosted systems.	Answered On:	10/28/2020 12:19:17 PM

Q: Scope of Work	Posted On:	10/22/2020 6:07:15 AM

What application or solution currently are you using?

A: Various platforms are used. Some have used as simple a solution as a Google Form while using a platform created by another district. All have access to a legacy SunGard eSchoolPlus enrollment application.	Answered On:	10/28/2020 12:20:56 PM

Q: Proposal Selection Criteria	Posted On:	10/22/2020 7:24:07 AM

What budget range has been defined for this project? If so will that information be shared with vendors?

A: Funds are secured for buildout but a sustainable annual budget has not been secured.	Answered On:	10/28/2020 12:21:36 PM

Q: Requirement	Posted On:	10/22/2020 7:36:43 AM

What are the languages would you prefer most with multilingual support?

A: English, Spanish, Hindi, Chinese and French Creole are our top five.	Answered On:	10/28/2020 12:22:04 PM

Q: Overview	Posted On:	10/22/2020 10:30:04 AM

Why has the DOE decided to make this investment and issue this RFP now?

A: We have wanted to unify the process for a while but it became an even higher priority as a response to COVID. It was also found as a need in 2019 when Delaware completed a data system needs assessment which illustrates our state's existing early childhood program and service data collection systems and flows: https://education.delaware.gov/wp-content/uploads/2019/12/oel_PDG_data_systems_needs_assessment.pdf	Answered On:	10/28/2020 12:24:21 PM

Q: Goals & Challenges	Posted On:	10/22/2020 10:30:32 AM

What are the goals of this engagement?
What challenges is this engagement looking to solve?

A: Unification of the state K12 registration process for students to make it easier on parents while moving the process online. It was also found as a need in 2019 when Delaware completed a data system needs assessment which illustrates our state's existing early childhood program and service data collection systems and flows: https://education.delaware.gov/wp-content/uploads/2019/12/oel_PDG_data_systems_needs_assessment.pdf	Answered On:	10/28/2020 12:26:03 PM

Q: Decision Making Process	Posted On:	10/22/2020 10:31:00 AM

Please describe your decision making process for this RFP.

A: The review process will be based off of requirements called out in the RFP.	Answered On:	10/28/2020 12:27:25 PM

Q: Budget	Posted On:	10/22/2020 10:31:46 AM

Is there a budget for this engagement that you can share?

A: Funds are secured for buildout but a sustainable annual budget has not been secured.	Answered On:	10/28/2020 12:27:51 PM

Q: Timeline
Posted On: 10/22/2020 10:32:10 AM

Please share more about your timeline for selection, implementation, go-live, etc.

A: We hope to have initial buildout done by close of Q1 2021 with districts and charter schools trained after. We also want a July 1 – June 30 annual contract.
Answered On: 10/28/2020 12:28:49 PM

Q: Ongoing Management
Posted On: 10/22/2020 10:32:48 AM

What capacity and infrastructure is in place for ongoing maintenance and management?
What is the duration of the maintenance period for the selected vendor?

A: We have virtualized offsite data center in state but prefer cloud hosted. Maintenance will need to align with contract years.
Answered On: 10/28/2020 12:29:22 PM

Q: Rollout
Posted On: 10/22/2020 10:33:15 AM

Describe your rollout and launch process Do you intend to roll this solution out to a small pilot group of organizations/programs?

A: Possibly small group pilot group up until Q1 2021 then the project must be ready for district and charter training and shortly after go-live. We need to use this system for enrollment for the 2021/2022 school year.
Answered On: 10/28/2020 12:30:01 PM

Q: Current Systems
Posted On: 10/22/2020 10:33:52 AM

What system(s) are you currently using?
What system(s) will be retired as a result of this project?

A: Many districts have their own solution but the Department of Education will be retiring the SunGard enrollment module.
Answered On: 10/28/2020 12:30:25 PM

Q: Salesforce
Posted On: 10/22/2020 10:34:13 AM

Does the DOE currently use Salesforce?

A: As a whole we do not currently use Salesforce as a platform but do have some workgroups in our department that do as part of consolidation of services.
Answered On: 10/28/2020 12:30:51 PM

Q: RFP
Posted On: 10/22/2020 10:35:02 AM

Do you anticipate any overlap with the 'Early Childhood Program Quality and Professional Registry Data System' RFP that was recently released.

IV. Professional Services RFP Administrative Information
18. Potential Contract Overlap
Page 9
Vendors shall be advised that the State….. As needs are identified, there may exist instances where contract deliverables, and/or goods or services to be solicited and subsequently awarded, overlap previous awards.

A: We believe this application will complement the 'Early Childhood Program Quality and Professional Registry Data System' RFP as opposed to overlap.	Answered On:	10/28/2020 12:31:23 PM

Q: Scale	Posted On:	10/22/2020 10:35:41 AM

How many anticipated students and parents will use this solution?

Appendix B – Scope of Work and Technical Requirements: Common Registration System
1. Introduction. 1.1.Intent of this Request for Proposal.
Page 71
'Qualified vendors (Vendor) to provide a solution to enable Delaware citizens to electronically enroll their students for public education and submit required documentation.

A: Approximately 140,000 students will have access to this platform for K12 registration. Annually 12th graders will move out of the system upon graduation and a new set of PreK and Kindergarteners will move in. In a state that allows school choice this will also be used by students moving between districts. Approximately 60,000 students have access to early learning programs and services.	Answered On:	10/28/2020 12:32:17 PM

Q: Scale (Program)	Posted On:	10/22/2020 10:36:22 AM

How many programs and discrete services will this solution support?

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'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).....

A: Future phases are important and we hope to utilize a single solution across all agencies that deal with student programs. It should be highlighted that the intent of this statement is to alert potential vendors of the need to be agile and flexible when proposing a solution making sure that the solution focuses on the whole child.	Answered On:	10/28/2020 12:33:14 PM

Q: Applications	Posted On:	10/22/2020 10:37:04 AM

Are the applications and intake forms the same for each of these programs? If different, does the solution need to support a different intake for each program?

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A:	Some intake forms are common and some are specific in nature. A proposed solution will need to be agile and flexible making sure that the solution focuses on the whole child.	Answered On:	10/28/2020 12:39:28 PM

Q: Date Model — Posted On: 10/22/2020 10:37:33 AM

Is there a shared data model across programs for common data elements, i.e. gender? If not, are data transformations required for aggregate reporting?

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A:	We utilize global interoperability standards so when applicable these should be used. Transformations or mappings may be needed for some reporting but full integration with or current systems is a requirement.	Answered On:	10/28/2020 12:33:47 PM

Q: Enrollment Data — Posted On: 10/22/2020 10:38:11 AM

What happens to the program enrollment data that is collected? Is it automatically sent to other systems managed by independent programs? Program staff export data and import into their own systems? Program staff work with the data in this tool? Other?

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A:	For phase one of the project the data is collected and interfaces with DELSIS to confirm the student does not exist then will populate fields in our student information system.	Answered On:	10/28/2020 12:34:21 PM

Q: Use Cases   Posted On: 10/22/2020 10:38:56 AM

If program staff interact/access the system, how many anticipated users? What are the common use cases for staff users, i.e. what do they do when the log into the solution?

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1. Introduction. 1.1.Intent of this Request for Proposal.
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A: Hundreds of personnel across multiple districts and charters will access the system in a registrar type function but each child's parent/guardian will also have access to the system in greater volumes.   Answered On: 10/28/2020 12:34:48 PM

Q: Credentials   Posted On: 10/22/2020 10:39:31 AM

How are log-in credentials provisioned to parents and students? Can anyone register?

Appendix B – Scope of Work and Technical Requirements: Common Registration System
1. Introduction. 1.1.Intent of this Request for Proposal.
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'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

A: Potential vendors should present options for parent provisioning and validation.   Answered On: 10/28/2020 12:35:17 PM

Q: Data tracking   Posted On: 10/22/2020 10:40:01 AM

What information about students and parents do you intend to track?

Appendix B – Scope of Work and Technical Requirements: Common Registration System
1. Introduction. 1.1.Intent of this Request for Proposal.
Page 71
Provide a parent portal where they can list themselves and their children as students, manage parent and student information,

A: Typical student registration information like name, address, age, grade, etc. will need be a part of the registration process but also common forms like student acceptable use, meal eligibility, etc. should be able to be entered directly into the system.   Answered On: 10/28/2020 12:35:44 PM

Q: Search   Posted On: 10/22/2020 10:40:36 AM

Is the search functionality publicly accessible? Or within a protected community/portal solution?

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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.

A: Some logic will need to be built into the system in a modular type approach. In phase one a student that registers for a school should have access to register based off location (prior to choice at home district) and eligibility (post school choice process).	Answered On: 10/28/2020 12:36:15 PM
Q: FAQs	Posted On: 10/22/2020 10:41:14 AM

Who will maintain the FAQs and data about programs and services? Will this link to external sources, i.e. public webpage?

Appendix B – Scope of Work and Technical Requirements: Common Registration System
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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.

A: Program managers will update FAQ's which will be publically available.	Answered On: 10/28/2020 12:36:41 PM
Q: Data Transfer	Posted On: 10/22/2020 10:41:56 AM

Are these manual or automatic transfers? If automatic, what system(s) will the data be sent to, what frequency?

Appendix B – Scope of Work and Technical Requirements: Common Registration System
1. Introduction. 1.1.Intent of this Request for Proposal.
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Store and transfer data from parent input to the receiving program, service or LEA.

A: Near real-time automatic integrations on the front end with possible manual or batched for reporting.	Answered On: 10/28/2020 12:37:41 PM
Q: Integration	Posted On: 10/22/2020 10:42:48 AM

Can you share documentation about DELSIS, School Choice and eSchoolPlus integration capabilities. Are there open APIs?

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Interfaces…

A: DELSIS is a custom application as well as the school choice application (Data Service Center). eSchoolPlus is owned by PowerSchool in which can be contacted for additional information.	Answered On:	10/28/2020 12:38:15 PM
Q: ETL Tool	Posted On:	10/22/2020 10:43:51 AM

Do you intend to keep your current ETL tool are you open to change?

ETL Tool: SQL Server 2014 R2 Integration Service

A: We are open to a change within reason but this is our current standard so more discussion would be needed	Answered On:	10/28/2020 12:38:41 PM
Q: Unique ID	Posted On:	10/22/2020 10:44:18 AM

Which UID will serve as the source of truth moving forward? Is data conversion required to consolidate UIDs from across systems?

Appendix B – Scope of Work and Technical Requirements: Common Registration System
2. Project Overview. 2.1.Background
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There are multiple UIDs being used by these departments (e.g. DOE uses student ID and DHSS uses MCI number).

A: The UID is student ID number however we also believe there will be a need to map to MCI to consolidate information across data systems.	Answered On:	10/28/2020 12:40:10 PM
Q: Program Management	Posted On:	10/22/2020 10:44:40 AM

Who will add more programs and services?

Appendix B – Scope of Work and Technical Requirements: Common Registration System
2. Project Overview. 2.1.Background
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The Common Registration System must be reliable and highly scalable with the ability to add more programs and services and increase capacity in future.

A: Initially other program areas within the Department of Education but longer term potentially other state agencies.	Answered On:	10/28/2020 12:40:34 PM
Q: Multilingual	Posted On:	10/22/2020 10:45:07 AM

How many languages must the system support for external users (i.e. parents) and internal program/admin users?

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3. Requirements and Scope of Work . Solution
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Multilingual

A: English, Spanish, Hindi, Chinese and French Creole are our top five.

Answered On: 10/28/2020 12:40:55 PM

Q: Eligibility Determination

Posted On: 10/22/2020 10:45:33 AM

How is eligibility determined? Is it different per program?

Appendix B – Scope of Work and Technical Requirements: Common Registration System
3. Requirements and Scope of Work . Parent Portal
Page 75
Ability to validate the eligibility of user registering for the program.

A: Eligibility is determined by parent/guardian permanent address of students registering for a school.

Answered On: 10/28/2020 12:41:28 PM

Q: DELSIS

Posted On: 10/22/2020 10:46:12 AM

How many students are currently tracked in DELSIS? How many unique IDs?

A: Approximately 688,344 unique students are tracked in DELSIS.

Answered On: 10/28/2020 12:41:56 PM

Q: Data Migration

Posted On: 10/22/2020 10:47:07 AM

Is data migration in scope? If yes, what system is data migrated from? What volume of records must be migrated?
What is the quality and cleanliness of the data?

A: No migration of data will be needed.

Answered On: 10/28/2020 12:42:19 PM

Q: Security

Posted On: 10/22/2020 10:47:29 AM

What parameters and requirements are needed for security?

A: Please refer to the Delaware Department of Technology and Information enterprise standards page for more details. https://dti.delaware.gov/technology-services/standards-and-policies/

Answered On: 10/28/2020 12:42:41 PM

Q: Parent ID		Posted On:	10/22/2020 12:12:23 PM
Where are parent ID to be coming from (stored) or are they established (created) in the Common Registration System?			
A: Student is the top level of ID in our current solution with no storing of parent ID. We are open to discussion as part of this process to determine proper workflows.		Answered On:	10/28/2020 12:43:16 PM
Q: Parent ID		Posted On:	10/22/2020 12:12:53 PM
Would you expect parents to maintain separate credentials for HAC and the Common Registration System?			
A: Anywhere they can be common is preferred.		Answered On:	10/28/2020 12:43:44 PM
Q: DELSIS		Posted On:	10/22/2020 12:13:24 PM
Do you have a desire to replace DELSIS?			
A: Not at this time.		Answered On:	10/28/2020 12:44:03 PM
Q: Data Warehouse		Posted On:	10/22/2020 12:19:04 PM
What does the DDoE Data Warehouse currently contain regarding MCIS information?			
A: We receive data from DHSS that we use for mapping based off of common fields.		Answered On:	10/28/2020 12:44:28 PM
Q: Data Warehouse		Posted On:	10/22/2020 12:19:40 PM
Have you extended the data warehouse for early childhood and other services at this time? If not, do you intend to do that?			
A: It has been partially extended with an intent to extend more moving forward.		Answered On:	10/28/2020 12:44:57 PM
Q: DELSIS ID		Posted On:	10/22/2020 12:20:08 PM
Do you have the capacity to extend the DELSIS ID to connect MCIS and accommodate the B-5 'students'?			
A: In theory but additional investigation would be needed to adequately answer this question.		Answered On:	10/28/2020 12:45:20 PM
Q: ODS		Posted On:	10/22/2020 12:20:39 PM

Does the ODS hold the primary guardian relationship(s) or is this only retained in eSchool?

A: Most all parental mapping is based off of eSchool relationships per student.

	Answered On:	10/28/2020 12:45:41 PM

Q: DataMart   Posted On: 10/22/2020 6:27:36 PM

Page 76 - Future Phases, DataMart: "Besides transactional database, DataMart is required to run ad hoc reports and run business and data analytics."

What specific ad hoc reports and business and data analytics are required?

A: We would like the proposed solution to help with reporting trends based off of defined use cases over time.   Answered On: 10/28/2020 12:46:37 PM

Q: DataMart   Posted On: 10/22/2020 6:30:05 PM

Page 76 - Future Phases, DataMart: 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.

What additional data do you envision pulling into DataMart?

A: Student ID and MCI are primary requirements but others will be scoped throughout the project.   Answered On: 10/28/2020 12:46:10 PM

Q: eSchoolPlus   Posted On: 10/22/2020 6:31:46 PM

Page 76 - Interfaces, eSchoolPlus. Are you using geocode in eSchoolPlus?

A: We do use geocode.   Answered On: 10/28/2020 12:46:58 PM