



Student Information System (SIS) & Individualized Education Plan (IEP)

Request for Proposal (RFP)
Mandatory Pre-Bid Meeting



October 18, 2022



Intent

The Delaware Department of Education (DDOE or State) seeks professional services from a qualified firm to obtain a statewide, comprehensive, fully integrated, mature Student Information System (SIS) and an Individualized Educational Plan (IEP) solution. A qualified firm is defined as a Vendor with experience in statewide SIS and IEP implementations. A mature system is defined as a currently developed system that has been operational for a minimum of ten (10) years.

DDOE is seeking a Vendor that can provide both solutions (SIS and IEP) and support data integrations between the two solutions. This proposal requires Vendors to submit their project plan, philosophy, and technical ability to meet DDOE's requirements for all areas regarding both functional and technical requirements. This document provides potential respondents with the information and guidelines necessary for developing their proposals.



Project Overview

The Delaware public school system is comprised of approximately 19,000+ educators, administrators and support staff, 145,000+ students across 19 school districts, 25 charters, 250 schools, and multiple state agency sites commonly referred to as Local Educational Agencies (LEAs).

The current SIS and IEP System provides core functionality and reporting and has been customized throughout the years to meet the needs of DDOE and our LEA customers.

The SIS must be able to provide functionality to conduct day-to-day educational operations at the classroom, school, district, and state level.



System Objectives

Technology Requirements

The SIS and IEP System is required to be an existing, mature, fully integrated software system and Vendors are asked to submit only if they can provide both solutions (SIS and IEP) and support data integrations between the two solutions. DDOE expects to consider only providers that demonstrate forward-thinking solutions that will sustain DDOE into the future and one that maximizes 'off the shelf' functionality and features in a scalable, flexible, and distributed delivery model.

Reliability and Ease of Use

The SIS and IEP System must be reliable, highly available, and easy to use. The application must focus on efficient management of application data integration and allow LEA self-service features to reduce the administrative burden and minimizes the need for help desk support.



System Objectives

User Population

The SIS and IEP System must support all users and roles, including DDOE staff and LEA staff. The system must be flexible enough to accommodate future population groups and roles as they are identified.

Interoperability, Data Flow Architecture, Data Integrations, & Data Entry

The SIS and IEP System must utilize open interoperability standards provided by 1EdTech, the Ed-Fi Alliance, and Common Education Data Standards. The solution must incorporate data integrations with state and LEA systems and external Vendors and include a data entry solution.

Shared Controls

The SIS and IEP System must support granular level access.



System Objectives

Single Sign-On (SSO)

The SIS and IEP System must have native and true authentication with DDOE's SSO provider (ClassLink).

Accessibility

Any electronic or information technology purchased by or developed for or on behalf of the DDOE 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). DDOE reserves the right to audit the work product at any time for accessibility compliance, and any issues found will be the responsibility of the Vendor to remediate. 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/>)



Technical Environment

The table below identifies the primary tools and technologies used by DDOE

Relational Database	SQL Server 2017
Reporting Service	SQL Server 2017 Reporting Service
Data Warehouse	SQL Server 2017 Analysis Service
ETL Tool	SQL Server 2017 Integration Service
Server Operating Systems	Windows Server 2019 (2022 also supported)
VMWare	ESXi 7.0
Single Sign On	OAuth2, OpenIDC, SAML 2.0
Preferred Development Tools	Visual Studio 2019 Visual Studio Code
Source and Version Control	GitLab
Web Browser	Current Versions (Edge, Firefox, Safari, Chrome)
Office and Email Applications	Microsoft Office 2019/O365

The SIS and IEP System must be web based and be accessible for all users.



Technical Environment

Any proposed solution must comply with DTI's Standards and Policies, for on-premises solutions, and their Cloud Services and State Data Usage policies, for cloud solutions, both can be found at

<https://dti.delaware.gov/technology-services/standards-and-policies/>

VII. Attachments

The following attachments and appendixes shall be considered part of the solicitation:

Attachment 1 – Vendor Questionnaire (56 questions)

Attachment 2 – Non-Collusion Statement

Attachment 3 – Exceptions

Attachment 4 – Confidentiality and Proprietary Information

Attachment 5 – Business References

Attachment 6 – Subcontractor Information Form

Attachment 7 – Office of Supplier Diversity Application – FOR INFORMATION PURPOSES ONLY – THIS IS NOT REQUIRED AS PART OF A RESPONSE TO THIS SOLICITATION.

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VII. Attachments (con't)

Attachment 8 – Performance Bond

Attachment 9 – Bid Bond

Attachment 10 – Delaware Department of Education Standard Contract Template

Attachment 11 – Cyber Responsibilities, Liability and Insurance

Attachment 12 – Delaware Data Usage Terms and Conditions

Attachment 13 – Delaware Cloud Services Terms and Conditions

Attachment 14 – COVID-19 Policy Acknowledgement Form

Appendix A – Minimum Mandatory Submission Requirements

Appendix B – Scope of Work

- [Technical Requirements](#)
- [System Functionality](#)



Scope of Work

Appendix B – Scope of Work

3.1 Project Approach and Plan

To minimize cost and reduce risk, DDOE believes it is important for the successful Vendor to use their methodology, applying it to the particular needs of the State of Delaware. The “how” of the project should, therefore, be provided by the Vendor, using a proven methodology, approach, and work plan that the Vendor has used successfully in similar engagements. The proposal must include their responses to SIS and IEP system functionality, written deliverables, software deliverables and non-software deliverables.

Expected Deliverables and Work Products:

- Final Scope Document (D-Deliverable)
- Final Project Work Plan (D-Deliverable)
- Project Status Reports (W-Work Product)
- Workshop Summaries (W-Work Product)

3.2 Project Staffing and Qualifications

Based on prior experience with similar projects, DDOE has developed a staffing plan to support the project. DDOE is planning to provide a full-time project manager and product owner. These two positions will be responsible for coordination of DDOE resources, collaboration with Vendor project managers, communication with stake-holders, and ensure the vision of DDOE and project stakeholders is executed. In addition, DDOE is committing a percentage of the following resources to the project:

- Network Architect
- Database Administrator
- Help Desk Support Lead

DDOE has selected top managers from Delaware to serve as project sponsors who will provide regular oversight of project activities and who will coordinate activities and communications with LEAs.

3.3 Knowledge Transfer

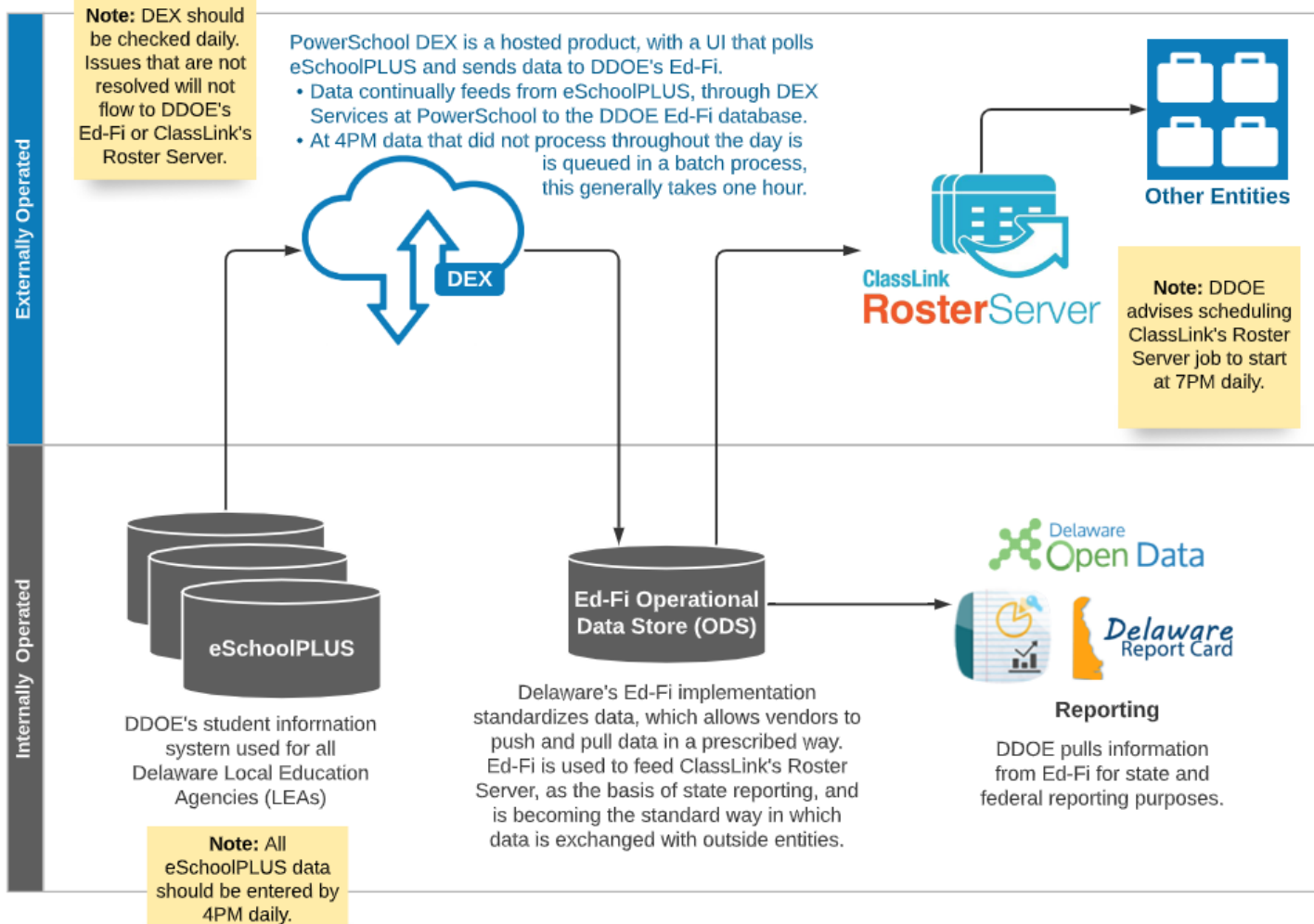
Knowledge transfer is a continuous process designed to enable DDOE to properly support the SIS and IEP System. The Vendor will be responsible for development of a knowledge transfer plan for the project team and DDOE help desk support staff. Through training, workshops and mentoring relationships, the Vendor will be responsible for documenting and educating the project team in the methodology and task plan to be used on the project, the architecture and design of the solution, and the skills and techniques needed for ongoing maintenance of the system.

3.4 Interoperability Standards

The solution must incorporate data integrations with state and LEA systems and external Vendors and include a data entry solution. The Vendor must be an Ed-Fi Technology Partner, demonstrated by achieving badges or certifications where appropriate for both solutions. Review the architectural diagram of DDOE's current education data flow. Describe where and how the new SIS and IEP data will flow between both solutions and to DDOE. Describe your ability to bring a similar diagram to fruition, and include any unforeseen challenges, and/or suggest changes to the system architecture.

Delaware's Education Data Flow

Delaware Department of Education (DDOE) | Technology and Data Office





Scope of Work

3.5 Infrastructure & Technical Requirements

The current DDOE statewide SIS is on-premises, and the current DDOE statewide IEP is a cloud hosted solution.

DDOE is open to a hybrid approach (a mix) of on-premises and cloud hosted solutions.

Any proposed solution must comply with DTI's Standards and Policies, for on-premises solutions, and their Cloud Services and State Data Usage policies, for cloud solutions, both can be found at <https://dti.delaware.gov/technology-services/standards-and-policies/>.

A complete listing of DDOE's technical requirements can be found in the [Technical Requirements document](#). A response is mandatory for all 66 items listed. The Vendor is to provide a network architecture design of their proposal with detailed reason explaining their proposal. DDOE encourages multiple options for consideration.

3.6 Application & Data Migration

One risk to the project schedule and cost is the effort associated with migrating data from DDOE's current statewide SIS and IEP system to a new statewide SIS and IEP system, and training educational staff statewide on a new User Interface (UI). DDOE's current SIS has been in place for over 20 years. The Vendor must provide in detail how their proposal will manage a large-scale multi-year application and data migration project and handle training roughly 19,000 educational staff members statewide.

The recommended approach must address how a shared responsibility for application and data migration might be structured for the duration of the project. Submit a fully detailed implementation and communication plan for the full scope of this project. The implementation and communication plan must include system build-out, technical training, professional development, coaching, levels of support during initial implementation, a description of ongoing support, and a detailed description of a tiered communication plan.

3.7 Reporting Capabilities

Real time viewing of data from the SIS is extremely important to LEAs. Utilizing software that has an in-depth reporting capability for both canned and ad-hoc reporting is required. DDOE's current SIS uses IBM's Cognos Analytics solution; comparable functionality must be included in the new system.

The technical proposal must describe the reporting and ad-hoc query functionality and capabilities for producing/publishing reports at the LEA level and discuss how new reporting requirements are created and implemented. In addition, the proposal must list what fields are and are not available in the reporting solution.

3.8 Integrations

DDOE's current SIS has multiple ways to integrate with external systems. LEAs purchase a wide variety of external systems (e.g., curriculum software, transportation routing software, nutritional accounting system, library system). DDOE finds tremendous value in LEAs being able to manage their own integrations quickly and efficiently.

The technical proposal must describe the available methods the system provides for application and data integration (e.g., APIs, import/export functionality, reporting and ad-hoc query functionality, or other system capabilities).



Scope of Work

3.9 Interfaces

Delaware student enrollment history from 1985 to present is maintained through the DDOE web-based application Delaware Enrollment Student Information System (DELSIS). All Delaware students upon initial enrollment are assigned a unique student identification number that follows them throughout their educational career in Delaware. DELSIS is dynamic for tracking enrollment changes, and the unique student identification number ensures unduplicated reporting of student data at the federal and state levels. The new SIS must interface with DELSIS.

DDOE maintains DELSIS which creates and maintains a unique identifier (UID) for each student that is assigned to hem their entire educational career within the State of Delaware.

3.9 Interfaces (con't)

The integration must check at the time of registration based on first name, last name, and date of birth if the student already has a valid UID. The interface must check if a child who is registering already exists. If yes, then use existing UID. If no, then assign a UID from DELSIS.

The technical proposal must describe the Vendor's approach to interfacing with DDOE's DELSIS application and how it will prevent duplicate UIDs at the time of registration.

3.10 System Functionality Requirements

risk to the project schedule is customization of software. DDOE seeks a solution that meets the needs of the State and LEAs with minimal customization. The SIS and IEP system must offer basic capabilities that meet the needs of LEAs and DDOE.

A complete listing of basic functional requirements can be found in the [System Functionality Requirements Excel Spreadsheet](#) – First Tab labeled Functionality Requirements.

3.10 System Functionality Requirements (con't)

The technical proposal must include the Vendor's response to each item listed in the Spreadsheet. The Vendor shall check one of six options and provide comments for all 828 items listed.

- As Delivered– Requirement is available out of the box with no configuration needed, at no additional cost to DDOE (provide comment)
- Configurable by DDOE – At no additional cost to DDOE (provide comment)
- Configurable by Vendor – At no additional cost to DDOE (provide comment)
- Minor Customization – Customizable by Vendor with Minor Customization, completion of work less than 6 weeks duration, performed by Vendor (provide comment)

3.11 Cost Proposal

DDOE is open to a variety of cost proposals to achieve best pricing. DDOE is open to a hybrid approach (a mix) of on-premises and cloud hosted solutions. DDOE is open to a flat fee 'not to exceed price' or a price per student cost module. Cost proposals must be all inclusive (project implementation, licensing, hosting, support, and maintenance).

The technical proposal must include the Vendor's cost pricing proposal that covers the entire period of the contract. The cost proposal shall include the costs necessary for the Vendor to fully comply with the contract terms and conditions and the RFP requirements. The Vendor must submit a payment plan for DDOE consideration.

Thank You

