



Solicitation Information
23 May 2012

Letter of Interest #7449766

Title: Help Desk Support: *Race to the Top* Initiative.

Submission Deadline: 26 June 2012 @ 11:30 AM (Eastern Time)

Questions concerning this solicitation must be received by the Division of Purchases at questions@purchasing.ri.gov no later than **8 June 2012 at 12:00 Noon (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

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Assistant Director for Special Projects

Vendors must register on-line at the State Purchasing Website at
www.purchasing.ri.gov

Note to Vendors:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

The Rhode Island Department of Administration, Office of Purchases, on behalf of the Rhode Island Department of Education (RIDE) is requesting Letters of Interest from qualified vendors to provide **Race to the Top System - Help Desk Support**, in accordance with the terms of this solicitation.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.

Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. The "Official" time clock is in the reception area of the Division of Purchases.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This will be a requirement only of the successful bidder (s).*

Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws.

Also, Submitters should be aware of the State's MBE requirements, which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the State MBE Administrator at (401) 574-8253 or cnewton@gw.doa.state.ri.us Visit the website <http://www.mbe.ri.gov>

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this LOI.

Equal Employment Opportunity (RIGL 28-5.1)

§ 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via email raymond1@gw.doa.state.ri.us

Subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

ARRA SUPPLEMENTAL TERMS AND CONDITIONS

For contracts and sub-awards funded in whole or in part by the American Recovery and Reinvestment Act of 2009. Pub.L.No. 111-5 and any amendments thereto, such contracts and sub-awards shall be subject to the Supplemental Terms and Conditions for Contracts and Sub-awards Funded in Whole or in Part by the American Recovery and Reinvestment Act of 2009. Pub.L.No. 111-5 and any amendments thereto located on the Division of Purchases website at www.purchasing.ri.gov.

BACKGROUND/OVERVIEW

Rhode Island is one of only 11 states to receive a highly competitive federal Race to the Top (RTTT) grant, which brought \$75 million to our state to improve public schools and to support educators and students.

Rhode Island is investing RTTT funds to develop:

- world-class standards and assessments;
- user-friendly data systems to improve instruction;
- mentoring and training for all teachers and school leaders;
- educator evaluation systems to improve teacher effectiveness; and
- systems of support for the lowest-achieving schools.

RIDE is currently building a robust data enterprise system to serve as the backbone of the RTTT initiatives. As a result of receiving this grant, RIDE now has the funding necessary to build the tools needed to ensure that real change in instructional practices within the classroom is supported, sustained, and accessible to all those who make a positive difference in the lives of our children every day.

The six systems that comprise the data enterprise system are as follows:

Educator Performance and Support System - The EPSS will provide an easy-to-use interface to collect and manage data on all three components of RIDE's Evaluation System – Student Learning, Professional Practice, and Professional Responsibility. The EPSS will allow users to manage activities related to the evaluation process such as scheduling observations and conferences, two-way communication between evaluators and educators, as well as tools for self-assessment and observations. *Anticipated system live date: August 2012*

Instructional Management System - The IMS will provide a systematic, coherent and ongoing combination of curriculum (including standards), as well as instruction and assessment to support student achievement. The system is being created to: align curriculum, instruction and assessments to support student achievement; manage and access curricular, instructional, professional development and student support materials; access relevant and timely visual reporting of assessment and other data ("dashboards") for immediate student, class, school and district needs; and query data to determine areas of student strengths and needs while being able to track student progress so that learning gaps do not form or widen. *Anticipated system live date: September 2012*

Interim Assessment - Interim Assessments will be developed for instructional planning and monitoring purposes. Components will include: diagnostic tests that augment the state assessments so that teachers can gather richer and more specific information to inform their instruction for students who don't appear to be "on track" for end of year proficiency; test Blueprints that can pre-populate a test form for assessing certain standards while maintaining good psychometric properties; teacher-created tests built through an online test construction tool used for quick snapshots of whether students obtained recently taught material. *Anticipated system live date: Fall 2012*

Formative Assessment - Formative assessment is an instructional process/practice, rather than a series of discrete tests. It focuses identifying learning gaps during instruction that can be addressed before the summative assessment. RIDE will develop online training modules as a primer for all RI educators to learn about the formative assessment process, including a variety of strategies for conducting formative assessments and best practices for how to alter instruction based on formative assessment data. *Anticipated system live date: September 2012*

Growth Model Visualization System - The Growth Model Visualization Tool is a robust reporting platform for student growth percentiles, a new metric being used in the Educator Evaluation system and other quality assurance activities. This tool has both a public and private view that displays district and school media growth percentiles as well as subgroups within districts and schools. It will enable a broad array of education stakeholders to better understand the student growth percentile model and provide a new way to take a rich look at student performance in Rhode Island. *Anticipated system live date: May 2012*

Rhode Island Certification System – RICERT is a web-based application which provides educators an interface to apply for certification, renew a certification and view all user

certification data. RICERT will also provide critical functions internal to RIDE, such as managing state teacher certification data, application processing, cross-domain data analysis and state/federal reporting. Application will be the system of record for state Teacher IDs, and must be integrated into RIDE's Enterprise System to ensure validity and accuracy of all teacher-related data. *Anticipated system live date: October 2012*

Sustainability is paramount to success as we move toward the implementation stage of building these systems and an efficacious help desk operation is needed.

SCOPE OF THE WORK

1. Discovery and Planning Phase (the vendor will do the following):

- Assessment of existing help desk operations and collections to determine the priority needs for the Help Desk System.
- Develop rules with a clear description of RIDE vs. vendor responsibilities
- Meet with RTT enterprise vendors to discuss prospective implementation obstacles and end-user problems and questions based on prior experiences.
- Provide a clear, detailed plan of how helpdesk agents will learn the RTT applications, existing data collections, and supporting business processes.
- Determine requirements hardware, software, and end-user training.
- Define escalation protocols, procedures, and Ticket Manager Setup.
- Begin building help materials for end-users and help desk support staff.

2. Work Plan and Project Management:

The Vendor will assign a project manager who will act as the liaison between RIDE and the Vendor, developing the project schedule and working with both teams to ensure that deliverables are on time.

The Vendor will conduct bi-monthly one-hour meetings at RIDE or via telephone conference call with RIDE ONIS staff.

3. Help Desk Launch:

The Vendor will open a soft launch of the Help Desk for use by RIDE and a pilot group of end users. Documentation of the pilot period will be kept and shared with RIDE and systems will be modified based on the pilot results.

The Vendor will provide "how to" materials including but not limited to webinars and video training tools that inform end-users of the features of the Help Desk and point them to the easiest solution to their problem. The Vendor will also establish archived versions of these materials and make them available 24/7.

Prior to the formal launch, the Vendor will provide necessary training for effective use of the system.

4. Help Desk Reports:

The Vendor will make real time reports available to RIDE. An archive of daily reports will be kept and reviewed at bi-monthly meetings. A list of action items will be compiled monthly and distributed to end-users detailing the most recent problems encountered and the appropriate solutions.

5. Service Availability:

The vendor will provide a variety of service opportunities for end-users including but not limited to online resources, email/chat sessions, and telephonic service hours.

Project Schedule

- Begin contract and service upon issuance of state purchase order (July 2012)
- Pilot launch (projected August 2012)
- Final Launch (projected September 2012)

Other Desired Functionality/Requirements

- Ability to integrate with other helpdesk ticketing systems (e.g. other RTT application vendors and other RIDE systems)
- Ticketing system should be able to categorize requests and have workflow functionality to route the ticket based on categorization
- Appropriate certifications (e.g. SAS70, ISO 20000, ITIL) of people and processes
- Details of ticketing system used, including whether system is homegrown or licensed from another party.
- Ability for RIDE personnel to act as agents. For example, if a process question is routed to a RIDE employee, RIDE would like him/her to receive notification and then document resolution into helpdesk system for user to see and also become part of knowledge base.
- Detailed Shared Service Agreements (SLAs) and shared risks if agreements are not met.
- Ability of helpdesk agents to remote in to RIDE users' laptops or desktops for troubleshooting purposes.

Deliverables

- Project management
- Bi-monthly meetings
- Ticket Manager system and supporting protocols/processes
- Knowledge base
- Help desk resources
- Pilot launch
- User Guide or methods for users to learn helpdesk system
- Videos and webinar "how to" materials
- Resource Archive available 24/7
- Plan on how users will be trained to use helpdesk services
- Full live reporting features
- Regularly scheduled communications with end-users
- Multiple Help options

- Service Level Agreements

TERMS OF THE CONTRACT

The Contract will begin **upon issuance of a state purchase order (estimated July 2012)** and end **June 30, 2014**. The scope of the work may be modified by RIDE prior to beginning work on a given task. RIDE retains the option of granting a time extension of up to **1 year** with additional funding if available and if the level of work is expanded by mutual written consent.

COST PROPOSAL/TERMS OF PAYMENT

The contractor must prepare a cost proposal reflecting the hourly rate or other fee structure proposed for this scope of services using the Cost Proposal Forms contained in Appendix A. Cost proposals must fall within the range below for each period as follows:

The total cost of the contract is not to exceed **\$500,000**. **Please ensure the budget is presented by state fiscal year, which runs from July 1st through June 30th.**

FY 2013 July 1, 2012 through June 30, 2013

FY 2014 July 1, 2013 through June 30, 2014

PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.ri.gov no later than the date & time listed on the cover sheet of this solicitation. **Send your questions in Microsoft Word format.** Please reference the LOI # on all correspondence. Questions received, if any, will be posted and answered on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. For computer technical assistance, call the helpdesk at 401-222-2142, ext: 134.

Proposals (an original plus 4 copies) should include the following:

1. A completed and signed three-page RIVIP Bidder Certification Cover Form, available at www.purchasing.ri.gov.
2. A Cost Proposal as described above.
3. A *separate* Technical Proposal (see below) describing the qualifications and background of the applicant and experience with similar programs, as well as the work plan or approach proposed for this requirement.
4. A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at www.purchasing.ri.gov.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CD / flash drive). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested. This CD or flashdrive should be included in the proposal marked "original". This electronic file is not returnable

Deliver responses to:

Department of Administration
Office of Purchases
One Capitol Hill
Providence, Rhode Island 02908

Contractor assumes all responsibilities for proposals submitted by mail or commercial delivery service. Proposals misdirected to other state locations or which are otherwise not present in the Office of Purchases at the time of opening, for any cause, will be determined to be late and will not be considered. Faxed, or emailed, responses will not be considered.

TECHNICAL PROPOSAL REQUIRED ELEMENTS

- | | |
|---|-------------|
| 1. Contractor understanding of the Issues | (10 points) |
| 2. Work Plan | (20 points) |
| 3. Capacity of the Agency Effectively to Administer the Project | (30 points) |
| 4. Quality of Key Personnel (including Curriculum vitae) | (20 points) |
| 5. Cost Proposal | (20 points) |

APPENDIX A

BUDGET Multi-Year Projects

The Contractor estimates that its budget for work to be performed under this Agreement is as follows:

<u>Expense Category</u>	<u>Estimated Expenditures</u>	
	Year 1	Year 2
1. Salary and Fringe Benefits	0	0
2. Consultant	0	0
3. In-State Travel	0	0
4. Out-of-State Travel	0	0
5. Printing	0	0
6. Office Expense	0	0
7. Telephone	0	0
8. Educational Materials	0	0
9. Equipment	0	0
10. Data Processing	0	0
11. Rental	0	0
12. Other	0	0
13.	0	0
14.	0	0
15.	0	0
16.	0	0
Subtotal	0	0
Indirect Cost	0	0
TOTAL	0	0

It is understood and agreed that the amounts indicated above for the several line items are estimates of expenditures to be incurred by the Contractor on behalf of this Agreement and to be claimed by the Contractor for reimbursement under this Agreement. It is further understood and agreed that actual expenditures may vary from the estimates set forth above and that such variations shall not in themselves be cause for disallowance of reimbursement by RIDE; provided, however, that the Contractor shall notify and obtain the approval of the contract officer, in writing, if expenditures to be claimed for reimbursement in any line item above shall begin to vary significantly from the estimate given above; and provided further that unless permission of the contract officer shall have been obtained in advance, no expenditure shall be claimed by the Contractor for reimbursement by RIDE under this Agreement if such expenditure shall have been incurred in a line item category not listed above. Transfer of funds is permitted between Expense Categories (1) and (2) up to 10% or \$25,000, whichever is less; all other transfers require prior written approval by the Department of Education.

BUDGET DETAIL SHEET
 FISCAL YEAR _____

SALARY AND FRINGE BENEFIT DETAIL

NAME	POSITION TITLE	HOURLY RATE \$	NUMBER OF HOURS	TOTAL SALARY \$	FRINGE BENEFITS \$	HOURLY RATE WITH FRINGE BENEFITS \$	SALARY & FRINGE TOTAL \$
TOTAL REQUEST							

DETAIL OF CONSULTANT

NAME	POSITION TITLE	HOURLY RATE \$	NUMBER OF HOURS	TOTAL COST \$
TOTAL REQUEST				\$

EXPLANATION OF OTHER EXPENSES (i.e. travel, printing, office supplies, educational materials, and equipment)

EXPENSE CATEGORY	DESCRIPTION	COST