Solicitation Information
August 26, 2019

RFI# 7598934

TITLE: Centralized Enrollment Platform and Student Information Hub

SUBMISSION DEADLINE:September 23, 2019 at 2:00 PM (ET)

Questions concerning this solicitation must be received by the Division of Purchases at **gail.walsh@purchasing.ri.gov** no later than **Monday, September 9, 2019 at 5:00 PM (ET)** Questions should be submitted in a *Microsoft Word attachment*. Please reference the **RFI#** on all correspondence. Questions received, if any, will be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

GAIL WALSH

CHIEF BUYER

Applicants must register on-line at the State Purchasing Website at www.ridop.ri.gov

Note to Applicants:

Responses received without a completed RIVIP Bidder Certification Cover Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM

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SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the [Rhode Island Department of Education RIDE], is soliciting informational responses from qualified firms to [design, build, and maintain a centralized online enrollment platform and student information hub for the state of Rhode Island], in accordance with the terms of this Request for Information and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases' website at www.purchasing.ri.gov.

Instructions and Notifications to Offerors:

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

B. The State invites comments, suggestions and recommendations from potential vendors and other interested parties on any questions or issues raised in this RFI. Please note it is not a requirement to answer all questions.

C. Alternative approaches and/or methodologies to accomplish the desired or intended results of this RFI are solicited.

D. This is a Request for Information ("RFI"), and as such no award will be made as a result of this solicitation.

E. All costs associated with attending the pre-solicitation conference and/or developing or submitting responses to this RFI, or providing oral or written clarification of the content of a response shall be borne by vendors. The State assumes no responsibility for any costs.

F. Responses misdirected to other locations, or which are otherwise not present in the Division of Purchases at the above stated date/time of opening for any cause will be determined to be late and shall not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division of Purchases.

G. Vendors are advised that all materials submitted to the State for consideration in response to this RFI shall not be considered to be public records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island unless and until there is a contract award through a subsequent, related procurement.

H. Interested parties are instructed to monitor the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released as addenda.

SECTION 2. REQUEST FOR INFORMATION

This RFI outlines the type of information being solicited and response structure requested from potential respondents.

1. <u>Background</u>

The State is considering issuance of a Request for Proposals ("RFP") from qualified vendors to design, build, and maintain a centralized online enrollment platform and student information hub for the state of Rhode Island.] Some of the goals of the upcoming RFP will be to:

- Develop an Information repository; one centralized location for students and families in Rhode Island to understand their school and course options (including charter schools, traditional district school, statewide schools, dual enrollment courses, AP courses, work-based learning opportunities, career preparation courses, etc.). Our current Advanced Course Network platform can be viewed here: https://ride.gosignmeup.com/Public/Course/Browse. The current list of charter schools and their enrolling communities can be viewed here: http://www.ride.ri.gov/StudentsFamilies/RIPublicSchools/CharterSchools.aspx#1977598-list-of-charter-schools.
- Additional requirements include:
    - Student/parent friendly language, UX
    - Searchable (boolean search via keyword, searchable on a map, GIS)
    - Sortable/filters (Ex: zipcode)
    - Accessibility (alt text images, text to speech, etc.)
- Serve multiple audiences, this platform needs to be multi-faceted and have different dashboards/interfaces/user types to fulfill multiple team needs/access concerns.
    - Student/parent-facing
    - Admin/School/provider-facing
    - Backend option for RIDE staff (preferred internal RIDE capabilities included below)
- Create an enrollment tool, students and families need to be able to sign up/register.
    - Need to be able to develop surveys, registration forms, etc. in the system
    - Ability to have signatures
    - Ability to upload documentation
    - Ability to input fields and information
    - Set enrollment limits
    - Determine waitlists
    - Move students from course to course
    - Accommodate varying requirements and parameters depending on the school
    - School ranking by 1st, 2nd, 3rd choice, etc.
    - Run lotteries and prioritize school rank for best match
- Generate a reporting and analytics dashboard to increase efficiency/capacity by generating common reports, with the capability to create custom reports.
    - Archiving data/historical data
    - Capacity to export to CSV

- Comms, email capability: the system should be self-contained with communications capabilities or the ability to interface with an email system.
  - Email audiences/lists
  - Send alerts
  - Generate auto-emails
  - Interface with other, external email services (preferred: iContact)
  - Upload email lists
- Maintain privacy, protection, and FERPA statues; the system needs to protect personally-identifiable information for students and families.
  - Encrypted
  - Secure data backups
  - Limited access privileges
  - Ability for RIDE staff to change access privileges
- Provide ongoing tech and IT Support. Given that this will be an external vendor, RIDE needs to have dedicated IT support to assist with technical troubleshooting on the platform.
- Must include the following minimum platform requirements:
  - Support multiple audiences
  - Serve minimum users/use cases (approximately: 150,000)
  - Support translation
  - Mobile-friendly
  - App
  - Connect to other platforms/websites

2. RFI Response

The following outline is intended to standardize and structure responses for ease of analysis. *Do NOT include a cost proposal with the RFI response as cost shall not be considered with this RFI.*
1.   Response to the requirements outlined in Section 2.A.

SECTION 3. QUESTIONS

Questions concerning this solicitation must be e-mailed to the Division of Purchases at gail.walsh@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. No other contact with State parties is permitted. Please reference **RFI# 7598934** on all correspondence. Questions should be submitted in writing in a Microsoft Word attachment in a narrative format with no tables. Answers to questions received, if any, shall be posted on the Division of Purchases' website as an addendum to this solicitation. It is the responsibility of all interested parties to monitor the Division of Purchases website for any procurement related postings such as addenda. If technical assistance is required, call the Help Desk at (401) 574-8100.

SECTION 4. RESPONSE CONTENTS

1.   Responses shall include the following:

1. One completed and signed RIVIP Bidder Certification Cover Form (included in the original copy only) downloaded from the Division of Purchases website at www.ridop.ri.gov. *Do not include any copies in the response.*

2. Response - describing the requirements and concept for this potential project, and all information described earlier in this solicitation. The response is limited to six (6) pages.
    1. One (1) Electronic copy on a CD-R, marked "Response - Original".
    2. One (1) printed paper copy, marked "Response -Original" and signed.
       a. Four (4) printed paper copies

3.   Formatting of proposal response contents shall be as follows:

   1.   Formatting of CD-Rs – Separate CD-Rs are required for the technical proposal and cost proposal. All CD-Rs submitted must be labeled with:
      1.   Vendor's name
      2.   RFI #
      3.   RFI Title
      4.   If file sizes require more than one CD-R, multiple CD-Rs are acceptable. Each CD-R must include the above labeling and additional labeling of how many CD-Rs should be accounted for (e.g., 3 CD-Rs are submitted for a technical proposal and each CD-R should have additional label of '1 of 3' on first CD-R, '2 of 3' on second CD-R, '3 of 3' on third CD-R).

   Vendors are responsible for testing their CD-Rs before submission as the Division of Purchase's inability to open or read a CD-R may be grounds for rejection of a Vendor's proposal. All files must be readable and readily accessible on the CD-Rs submitted with no instructions to download files from any external resource(s). If a file is partial, corrupt or unreadable, the Division of Purchases may consider it "non-responsive". USB drives or other forms of electronic media shall not be accepted. Please note that vendor CD-Rs shall not be returned.

   5.   Formatting of written documents and printed copies:
      1.   For clarity, the response shall be typed. These documents shall be single-spaced with 1" margins on white 8.5"x 11" paper using a font of 12 point Calibri or 12 point Times New Roman.
      2.   All pages on the response are to be sequentially numbered in the footer, starting with number 1 on the first page of the narrative (this does not include the cover page or table of contents) through to the end, including all forms and attachments. The Vendor's name should appear on every page, including attachments. Each attachment should be referenced appropriately within the response section and the attachment title should reference the response section it is applicable to.
      3.   Printed copies are to be only bound with removable binder clips.

SECTION 5. RESPONSE SUBMISSION

Interested vendors must submit responses to provide information covered by this RFI on or before the date and time listed on the cover page of this solicitation. Responses received after this date

and time, as registered by the official time clock in the reception area of the Division of Purchases, shall not be accepted.

Responses should be mailed or hand-delivered in a sealed envelope marked "**RFI# 7598934 Centralized Enrollment Platform and Student Information Hub"** to:

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RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

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SECTION 6. DISCLAIMER

This Request for Information is solely for information and planning purposes and does not constitute a request for proposal or an invitation to bid. All information received in response to the RFI and marked as "Proprietary" shall be deemed to be confidential but may still be subject to disclosure pursuant to the Rhode Island "Access to Public Records Act, R. I. Gen. Laws § 38-2-1, *et seq.*. Responses to the RFI will not be returned.

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