



**Solicitation Information
September 16, 2019**

Addendum #1

RFP# 7598934

TITLE: Centralized Enrollment Platform and Student Information Hub

Submission Deadline: September 30, 2019 at 2:30 PM (ET)

Please Note:

The submission deadline has been extended from September 23, 2019 to Monday, September 30, 2019 at 2:30 PM (ET).

Attached are vendor questions with State responses. No further questions will be answered.

**Gail Walsh
Chief Buyer**

Vendor A

The footer of the RFI states “*Revised: 10/5/17*” and “*2017-3*”. Can the state describe past efforts and/or attempts to realize the requirements for this system, and whether this RFI process will be impacted by those efforts?

The footer of the RFI is referring to the last time the RFI template was updated. The state has never previously attempted to create a unified enrollment system. The existing ACN technical platform has been in use since 2016 when the program was piloted.

Given the current websites/resources cited in *Section 1: Background* (pg 4), can RIDE describe any factors or issues motivating the potential change in enrollment system?

The current ACN technical platform was originally designed to be an event registration system and is struggling to absorb the needs of the evolving and expanding Advanced Course Network. Given this growth this is an appropriate time to find a system that can handle statewide CTE program information, the ACN, and the state’s charter lottery system.

The RFI states that proposers should not include a cost proposal in their response. Can RIDE describe the process to determine available budget for this project?

RIDE has secured funds for the development of this system and is in the process of securing additional funding from private philanthropy. Given that this is an RFI, cost estimates are not required, but may be included to inform future budget estimates.

The RFI states a possible 150,000 users/use cases in the envisioned enrollment. Can RIDE describe how vendors must conform to security requirements (e.g. SOC II) in order to protect student data and privacy?

The system will have personally identifiable information on it and thus vendors must conform to all security requirements via FERPA. Once a technical vendor has been selected they will enter into an MOU with RIDE in order to ensure compliance.

Section 2.2: RFI response states that “*1. Response to the requirements outlined in Section 2.A*” Can RIDE clarify as this sub-section is not present?

We are seeking a centralized online enrollment platform; some of the goals of the upcoming RFP were outlined in Section 1 Background. However, we are open to any other suggested ways to achieve this goal that may not have been discussed. Please disregard the reference to Section 2.A.

The RFI states that responses should not exceed six (6) pages. Can RIDE clarify whether this limit includes the RIVIP Bidder Certification Cover Form?

The page limit does not include the RIVIP Bidder certification cover form or any appendices that vendors may want to attach.

Vendor B

Is the project intended to provide delivery of a new District/School enrollment system, a course catalog and enrollment (student scheduling) system, or both?

The Centralized enrollment platform will serve as an enrollment system for the ACN, a course/program catalog for CTE programs, and will also host the Charter school lottery.

Which of the following pieces does this project cover?: (1) Tool to help parents learn about schools and programs, (2) Tool to allow parents to apply to schools and for admins to run lotteries with, (3) Tool to register/enroll students in their selected school/program, (4) Tool to complete student scheduling/rostering.

All of the above.

Will the enrollment system be mainly managed centrally, or will much use of the system be delegated to individual school sites/regions? Who will be communicating new offers and managing the waitlist?

The enrollment system will be managed centrally but individual Providers, schools, administrators, parents, and students will also have different levels of access based on program/use case.

Is the lottery held for all schools on a single day and a single best offer provided, or does each school run a lottery and send offers on their own?

Currently the Charter lottery processes vary by district and LEA. This will be a way to streamline these efforts and lotteries for schools, families, and students.

How will charter schools and traditional district schools manage offers and placement through the system? Will there be any difference in usage?

This has not been determined yet.

Beyond adherence to standard accessibility requirements (e.g., Web Content and Accessibility Guidelines), are there particular areas or ways in which additional accessibility needs to be built into the system?

We would like the system to adhere to the highest standard of accessibility. This could include text to talk functionality, translation services, and 24/7 technical support.

What are some examples of how boolean search via keyword would be utilized? Are there certain keywords you're looking for boolean search to be used with?

We would like every user to be able to search the site (using boolean search) in order to streamline navigation of a tool that will have diverse functionality.

Is a CSV a reasonable format to have survey data delivered in?

Yes.

Are PDF, JPG, and PNG sufficient file formats for uploads?

Yes.

What does it mean to move students from course to course? Is the system expected to include rostering capabilities?

On the current technical platform for the Advanced Course Network RIDE staff are able to move students from one class to another, we would like the future system to include rostering capabilities.

In the requirements for the tools, it is stated that the tool should accommodate varying requirements and parameters depending on the school. What kinds of requirements and parameters do participating schools have?

Some schools will require a lottery functionality, while others will utilize the system to enroll their CTE students, while others will only use the system to approve students taking advanced coursework through the ACN.

What lottery configurations/designs (e.g., priorities, weights, quotas) are required by participating schools?

This has not been determined yet.

How would waitlists need to be generated and managed in the system?

Waitlists would need to be generated by the system and RIDE staff should be able to manage them using a higher level of admin access.

How should the system use school rank to run lotteries?

This has not been determined yet.

What kind of surveys should be delivered and with what kind of questions?

Text-based surveys with multiple choice, rank order, and comment items should be possible within the system. RIDE expects surveys to be utilized in a variety of different scenarios though the questions have not been outlined at this time.

Is a CSV a reasonable format for reporting and analytics?

Yes.

What kind of information would the Rhode Island team regularly want to pull from the vendor? How often would the team want to pull these reports? What type of questions is the team looking to get answers to with reports?

The reports that the RIDE team will pull will vary based on use case. For the Charter team, they would want to know number of students applying for certain schools, waitlist status reports, etc. For the CTE team, the team would want to know how many students were enrolling in individual programs by district and school, and for the ACN team, they would want to understand enrollment in course by demographic, Provider, LEA, and be able to view live-time attendance and grades.

Which other platforms/websites would the system ideally connect to?

This is still being determined but at minimum an email service, social media sites, and potentially eRIDE.

How would translation need to be supported? Which languages are needed, and what is the expectation for the translations?

The site should be able to be fully translated using homegrown functionality, or via a third party option that can be embedded in the site's code like Google translate.

Is a native mobile app necessary, or would a mobile-optimized web version suffice?

A mobile-optimized web version of the site would suffice.

Can Rhode Island provide full documentation regarding policy and process for assignment/lottery?

Once a technical platform vendor has been selected, RIDE will provide the appropriate documentation.

Vendor C

Will the current Advanced Course Network platform be replaced by the new RIDE school course information repository or will it need to interface with the Advanced Course Network platform?

The current ACN technical platform will be replaced by the new centralized enrollment platform.

Does RIDE want an on-premises solution or would they prefer a cloud-based solution? If on-premises solution will the hardware/software be provided by the State or delivered as part of the RFP?

This is still being determined.

What languages are required to support translation? Is the requirement only for family/student facing displays or also required for the RIDE administration displays?

The site should be able to be fully translated using homegrown functionality, or via a third party option that can be embedded in the site's code like Google translate.

Is there any requirement to download/deliver documents, for example, notices to family/student electronically or by mail?

Yes, the system should either be able to interface with an email service or should be able to accommodate electronic communication between RIDE, Providers, Schools, and families/students.

Are there any mandated logging or audit requirements? If yes how long will the audit records need to be maintained?

This is still being determined.

As part of the RFP can the specific interface requirements to "Connect to other platforms/websites" be defined including any interface documentation?

RIDE will consider spelling out additional details in any future RFP.

The RFI states the system needs to support 150,000 users/use cases. Are there any requirements for how many concurrent and peak number of users the system needs to support?

RIDE does not have an estimate at this time. Responses can include maximum and/or ideal system capacity that the vendor can provide.

Vendor D

Section 2, RFI Response:

- What is the outline to standardize responses? Section 2A does not seem to be listed in the document.

We are seeking a centralized online enrollment platform; some of the goals of the upcoming RFP were outlined in Section 1 Background. However, we are open to any other suggested ways to achieve this goal that may not have been discussed. Please disregard the reference to Section 2.A.

- Please confirm that Cost Proposal CD-Rs are not required for this RFI.
Given that this is an RFI, costs proposal CD-Rs are not required.
- Which project approach does RIDE prefer?
 - Purchase and implement a Software as a Service (SAAS) or otherwise commercially available software product.
 - Build custom developed software to meet project needs and requirements.

RIDE will select the solution that best fits its needs and requirements. Any technical preferences will be specified in any future RFP.

- Has RIDE identified existing software products that meet project needs?

No

- In the past, RIDE has required software to be based on the Microsoft software stack. For example, Visual Studio.Net, and SQL server. Is this a requirement for this project?

Any technical specifications will be a part of the future RFP.

- Has RIDE engaged with an outside consultant/vendor to identify and gather project requirements and assess potential solutions?

RIDE has conducted research nationally to gather information on requirements. Potential solutions have not been assessed.

- Will RIDE use an outside consultant/vendor to prepare any upcoming RFP?

This is yet to be determined.

Vendor E

How does course information currently get from the course provider into the Advanced Course Network?

Currently course information is given to RIDE staff in a CSV file format and is then manually uploaded to the ACN technical platform.

How do registration requests currently get from the Advanced Course Network to the providers?

As part of the current technical platform, Providers on the ACN are able to login to the system using credentials. They see an interface unique to them which provides information about student registration.

How is payment currently handled?

Payments are made via an invoice process against a state purchase order.

Can you explain in more detail the requirement to “move students from course to course”

The platform for administrators must allow for control over enrollment into courses and allow administrators the ability to change enrollment on the backend.

Can you explain in more detail the requirement for “School ranking by 1st, 2nd, 3rd choice”

Programs and schools have limited capacity, like available seats. The platform must have the ability to operate a blind random lottery to allocate available seats and allow users and administrators to prioritize based on ranking and user preference.

Can you explain in more detail the requirement to “run lotteries and prioritize school rank for best match”

Programs and schools have limited capacity, like available seats. The platform must have the ability to operate a blind random lottery to allocate available seats and allow users and administrators to prioritize based on ranking and user preference.

What is meant by “support translation”?

The site should be able to be fully translated using homegrown functionality, or via a third party option that can be embedded in the site’s code like Google translate.

What is meant by “app”?

Application/technology

Vendor F

Question #1: Would an integration platform consisting of several extant products be considered by The Rhode Island Department of Administration/Division of Purchases, on behalf of the [Rhode Island Department of Education RIDE]?

All options will be considered in response to a potential future RFP

Question #2: Do the targeted solution products need to be specifically identified in the RFI response, or may they be referenced generically in our RFI response framework, architecture and functional design documents?

Specific products do not need to be listed, the RFI response should provide an understanding of capabilities and ability to meet the specifications.

Vendor G

1. Whether companies from Outside USA can apply for this?
(like,from India or Canada)

Yes

2. Whether we need to come over there for meetings?

Yes

3. Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

No

4. Can we submit the proposals via email?

No, please see the response submission requirements in Section 5.

Vendor H

1. Is there an incumbent contracted vendor providing a current system or would this be considered a brand new requirement for the State?

Some existing systems are in place at the state and local level. This would be an opportunity to streamline systems under one platform.

2. Has funding for this project been secured at this point?

RIDE has secured funds for the development of this system and is in the process of securing additional funding from private philanthropy. Given that this is an RFI, cost estimates are not required, but may be included to inform future budget estimates.

3. How far in advance would RIDOA or RIDE issue a formal solicitation for this project if that does become the course of action?

Approximately 8-12 months before the intended date of implementation.