



EPSDR3-1-SIS

Request for Proposals on providing price agreement and fulfillment of: Student Information Systems (“SIS”)

A Procurement by Estes Park School District R-3

Proposal Submission Deadline: 3/30/2020

Deliver Proposals in Electronic Format to:

Brian Lund, Director of Business Services

Brian_Lund@psdr3.k12.co.us

Heather Gooch, Executive Assistant

Heather_Gooch@psdr3.k12.co.us

DISTRICT BACKGROUND

Situated at the base of Rocky Mountain National Park, Estes Park School District R-3 is a district with a unique mountain culture and location. Serving approximately 1140 students, our district provides a full range of high quality educational programs including comprehensive PK-12 education, innovative technology, offering our students 1:1 iPads, career technical education, restorative practices, and offers several concurrent and post secondary options. Additionally, numerous educational and student support services and programs are provided with specifically trained staff and resources. Estes Park School District is one of only a few schools in the state of Colorado that is able to offer the Seal of Biliteracy to graduates that have mastered a secondary language.

EPSD uses all of these resources to engage both students and their families to create personalized learning opportunities. We are building a community of lifelong learners, while creating an educational experience that is both global and innovative. Estes Park School District believes that by engaging the entire community in the mission and vision of teaching the citizens of tomorrow, we can help to develop and enhance the key global outcomes that our graduates need to achieve "Innovation at Elevation, Learning at a Higher Level".

The District covers 445 square miles and is primarily located in Larimer County. Estes Park School District employs approximately 170 full time equivalent units, and covers boundaries within the Estes Valley, including areas such as Glen Haven, Drake, Allenspark and Pinewood Springs. We are building a student-centered foundation with strong leadership, innovative staff and teachers, and a strong tie to our families and key stakeholders in the community.

RFP OVERVIEW

EPSDR3 is looking for a student information system that has the ability to support core student management processes, offers a cutting-edge process and workflow management solution that, ideally would interface to a Human Resource, Finance, and Payroll solution that will eventually be purchased and deployed by EPSDR3 ("Student Information System"). The Student Information System selected must include an embedded gradebook solution and the ability to generate official final documents such as customized student report cards and student final transcripts. The ultimate goal of this RFP is to consolidate as many processes as possible into one integrated system solution.

TERMS

EPSDR3 reserves the right to negotiate all elements, which comprise the Vendor's proposal to ensure that the best possible consideration be afforded to all concerned. EPSDR3 further reserves the right to reject any and all proposals, award separate items, and to seek new proposals or modify proposals when such action would be deemed in the best interest of EPSDR3. EPSDR3 is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, EPSDR3 will not be responsible for payment of the taxes. The Vendor shall absorb the taxes entirely. Upon request, EPSDR3's Tax Exempt Certificate will be furnished.

RFP TIMELINE

RFP Number	EPSDR3-1-SIS
RFP Products	Student Information Systems
EPSDR-3 RFP Primary Contacts	Brian Lund (brian_lund@psdr3.k12.co.us) Heather Gooch (heather_gooch@psdr3.k12.co.us)
Contract Term	3 years
Renewal Term	3 years

RFP Schedule

3-16-2020	Request for Proposals is released
3-16-2020	Request for Proposals is advertised in adherence to state guidelines
3-20-2020	Questions Due <i>All questions from Manufacturers or their Authorized Dealer(s) must be submitted via email to the EPSDR-3 RFP Primary Contacts</i>
3-30-2020	Closing <i>All proposals are due to EPSDR-3 by 4:00 p.m. on 3/30/2020 to qualify for evaluation</i>
3 days	Response Evaluation Period <i>The evaluation period is an estimate, and may be longer or shorter based on the number of responses and/or the complexities of the responses.</i>
4-03-2020	Notification of Award <i>All Proposers will be notified of the status of their proposal.</i>

SELECTION CRITERIA

EPSDR3 intends to enter into a long-term relationship with a well-established Vendor whose products, features, design philosophy, and support policies come closest to meeting EPSDR3's needs. The selected Vendor must be a well-established, financially stable firm committed to student systems in the K-12 marketplace, will demonstrate a commitment to attracting and retaining an excellent staff of technical and product support personnel, and will have a proven track record of support throughout the implementation process and post implementation, including evidence of responsiveness to clients' suggestions for improvements. The Vendors and associated solutions shall be evaluated based on, but not limited to, the following criteria:

- Purchase price; including one-time costs for implementation and training and long-term costs to EPSDR3 based on annual licensing fees, etc.
- The Vendor's recommended implementation plan(s)
- Vendor support provided when implementing a customization
- The communication and support provided when updates are released
- High-level flow of information sharing
- The product map and market share for the company
- The Vendor's average contract length and renewal rate with schools
- The potential software scalability
- Feedback from other school District leaders including programmers/tech leaders, student services, and admin services
- The reputation of the Vendor and quality of the Vendor's goods and services
- The extent to which the goods and services meet EPSDR3's needs
- The references provided by the Vendor for the proposed goods and services
- Any other relevant factor specifically listed in the Request for Proposal

MINIMUM REQUIREMENTS AND PREFERENCES

The proposed system must meet the following minimum requirements. If your system does not comply, please do not submit a proposal:

- Installed Base – Operational in a school District of comparable size to EPSDR3 for at least three years.
- State & Federal Compatibility – The proposed base solution must already be deployed and complying with all current and future Colorado State and Federal reporting requirements.
- Current Version – The proposed base solution must already be deployed in another District. EPSDR3 will also consider responses indicating a requirement is met through a 3rd party Vendor, a customization of the Vendor's product, or through a future release.
- Web-Based, Hosted – The system must be accessible via a variety of web browsers with no plug-ins.
- Open Architecture – Open architecture for reporting, modification and integration with third-party applications.

- Integration – The proposed solution must integrate seamlessly amongst the different Vendor modules and the systems EPSDR3 will not be replacing at this time.
- Reporting– The system must have a flexible, intuitive reporting tool that is accessible to end users, can access data from all modules and external data, and has the ability to select, filter, sort, correlate, and summarize.
- Customizable User Input Screens for data capture – The system must have a flexible, intuitive user interface that EPSDR3 can customize to collect from users data that might be unique to EPSDR3's data needs. This customizable interface must be readily able to store content and make use of that data within all modules with the ability to select, filter, sort, correlate, and summarize on that collected data.
- Apple Compatibility. EPSDR3 is a designated Apple district and utilizes primarily Apple devices. The SIS system must work on all levels of Apple operating systems from desktops, laptops to mobile devices.
- Additional requirements and considerations include:
 - Attendance tracking and monitoring, scheduling, etc.
 - Enrollment and Demographics including student and staff photos
 - Enterprise level management of user accounts and data archives using role based security
 - Fee Management - including accessible to family for on-line payments
 - Health Record and Patient Management
 - IEP/SPED Tracking (ENRICH)
 - Student discipline tracking
 - Assessment feature for practicing CMAS-type questions
 - Training portal for employees/Professional Development tracking
 - HR/Payroll functionality (current platform used is Frontline)
 - Secure cumulative folders online
 - Family Portal including Online Enrollment, available in multiple languages
 - Flexible web-based grade book
 - Athletic Eligibility/Extracurricular Management
 - Must support competency-based grading, integration with Schoology (grade passback function)
 - Report Cards and Progress Reporting, including standards based reporting
 - Required Forms (i.e. Online Registration, permission slips, state required policy notifications) Include information on automated personnel routing if possible for items such as health forms, technology waivers, etc.
 - Seamless data integration for all features with third party vendors (Blackboard, Schoology, SeeSaw, Collaborative Classroom, Google, etc.)
 - Single Sign On with Google
 - Communication Functionality (integration with Blackboard and similar communication platforms)
 - The vendor hosted system data center is fully compliant with HIPAA, FERPA, and all current data privacy requirements.
 - The vendor hosted systems support Disaster Recovery and Data Continuity plans in the event the primary systems become unavailable or unresponsive.
 - The system must be SSL encrypted and student data must always be transmitted encrypted and housed on secure servers.

SUBMISSION INSTRUCTIONS AND CONDITIONS

Proposals must be submitted according to the conditions detailed on the cover page of this RFP. The following conditions will also apply:

- No Proposals will be considered after the due date and time identified on the cover page or as amended by addenda to this RFP.
- By submitting its Proposal, the Vendor represents that an authorized representative has read and acknowledged the RFP and that the Vendor can satisfy the requirements of the RFP.
- The Vendor must comply with all local, state, and federal insurance requirements for a project of the size and scope being proposed. Vendor may be required to produce a Certificate of Insurance as proof of compliance before the contract can be awarded.
- Proposals must be signed by an individual authorized to contractually bind the Vendor's firm.
- Should errors in multiplication or addition of a unit price against a total price occur, the unit price shall govern. All pricing proposed for products and/or services shall constitute the entire consideration due and the dollar amount proposed shall include all estimated costs – EPSDR3 will not accept proposals that indicate the possibility of additional incurred costs due to travel or lodging.
- A proposal that has been opened may not be changed for the purpose of correcting an error in the proposed price.

Noncompliance with any of the foregoing may justify rejection of the proposal.

AWARD/EVALUATIONS OF PROPOSALS

EPSDR3 reserves the right to reject all proposals, accept or reject all or any part of any single proposal, waive minor proposal formalities/technicalities and award the proposal deemed to be most advantageous to EPSDR3.

Upon notification of potential selections for award, the person or entity submitting this proposal must give notice to EPSDR3 if the person or an owner or operator of the business entity has been convicted of a felony. The notice must include a case number and a general description of the conduct resulting in this conviction of a felony (this requirement does not apply to a publicly held corporation).

The Vendor shall be deemed as having been awarded a contract when formal notice of acceptance of the Vendor's proposal has been duly served upon the intended awardee by an authorized agent of EPSDR3. Note that the successful Vendor, at the time of contract execution, must be licensed to do business in Colorado.

COVER LETTER AND EXECUTIVE SUMMARY

Vendor should include an Executive Summary that provides an overview of the response to RFP in concise, non-technical language. Vendor's Cover Letter must include the name and contact information of the person authorized to provide further clarification regarding the Vendor's response to this RFP.

COMPANY BACKGROUND

Vendor shall include a company timeline and history detailing the amount of time your company has been in business and your commitment to the K-12 marketplace. Recent major updates to the software should be noted, along with your company's mission statement and vision for the future. Any settled lawsuits within the last 5 years must be disclosed in this section.

DESCRIPTION OF APPLICATION SOFTWARE

Vendor shall provide a high-level overview of the solution being proposed, along with a narrative explanation of your solution's key features. Please specify which of these features are included in your core product offering and which will be offered as optional modules that may be added at a later date if EPSDR3 so desires.

This section should include any items that you feel differentiate your solution from others in the marketplace.

Please list any and all services or products that are included with your proposal at no additional charge but are not directly addressed elsewhere in this RFP.

Any plans for major modification to the product within the coming 5 years which would fundamentally change the application's performance, deployment requirements or support offered by the Vendor's organization must be disclosed within this section.

HARDWARE AND TECHNICAL OVERVIEW

Vendor shall provide minimum hardware, software, storage, memory, operating system and any other requirements for desktop computers to access the application. This section should include information regarding the hosting environment of your solution and any options that your company offers for database administration (e.g. you host, we host, we host and you administer, etc.)

The security of EPSDR3's data is of the utmost importance. Detail any security features of your system, including, but not limited to: application security, physical security of the data center (if Vendor-hosted), and logical security of the data center (if Vendor-hosted). System performance should be discussed, including, but not limited to, the following items: guaranteed uptime, system availability, frequency of hardware upgrades, problem avoidance techniques. If Vendor has an example of another District that has seen tangible benefits from the Vendor's hosting solution, this should be provided.

IMPLEMENTATION PLAN

Vendor shall provide information regarding its implementation methodology, the expected roles of both the Vendor and EPSDR3 throughout the implementation process, and any examples of your product management/consultation service offerings that might differentiate you from other Vendors in the marketplace.

This section should also include the names and qualifications of Vendor's Project Management leadership and any other staff that will be involved in implementing your solution. A sample implementation plan(s) shall be provided, showing how the Vendor intends to have EPSDR3 implement different modules over the course of two years. Due to EPSDR3's complex and unique needs and culture, a successful project is dependent on a flexible and responsive implementation plan and a dedicated project leader assigned to EPSDR3's account for the duration of the project. The selected Vendor will be asked to provide a plan that includes short, iterative demonstration and approval cycles, followed by training sessions in a test database before launching or converting each process from EPSDR3's previous system to the Vendor's proposed solution. If the Vendor has an example of a previous implementation similar to that being proposed to EPSDR3 in size and scope, the relevant case study should be provided.

DATA CONVERSION PLAN

Vendor will outline its data conversion methodology and the expected roles of both the Vendor and EPSDR3 as it pertains to data conversion. Provide examples of any training or instructional materials that will be provided to EPSDR3 to assist in the migration of data from the existing SIS to your proposed solution.

TRAINING PLAN

Please provide a complete breakdown of the training hours included in your proposal including a half day, full day, and weekly rate for training that will be held for at least two years. This section should be broken down by module and the location of training (web vs. onsite) should be made clear. The total number of proposed onsite days and maximum class size must be included.

QUALITY ASSURANCE AND TESTING

Vendor shall describe its recommended approach to testing, including, but not limited to, all of the following: system testing, compatibility testing, beta environments/user acceptance, performance testing. This section should specifically address any triage procedures that the Vendor may have in place to prioritize quality defects and the Vendor's issue management methodology as it pertains to alerting customers and correcting errors.

ONGOING MAINTENANCE AND SUPPORT

Vendor must provide information on its post-implementation support model, including, but not limited to, all of the following: phone support, web support, experience/qualifications of support staff, expected/guaranteed response time. This section should include details regarding the Vendor's release schedule, including the frequency and importance of updates and any options available to EPSDR3 for downloading and installing these updates. If there is an additional charge (required or optional) for updates, please specify how these charges are calculated. Provide details on any additional support tools or documentation that will be made available to EPSDR3 at no additional charge above and beyond any proposed Annual License Fee.

COST PROPOSAL

Vendor shall include a detailed, three-year cost proposal that provides the Total Cost of Ownership to EPSDR3. For each product or service, indicate if the cost is one-time, annual, or other. If a line item cost is based on a per-student calculation, specify the per-student amount. EPSDR3 will not pay travel and/or lodging cost and these should be not included in the proposed amounts. If annual fees are not fixed, include the expected yearly increase. If the base proposal cost does not include hosting, Vendor should specify the optional one-time and annual costs for a hosted solution.

REFERENCES

Include not less than three references for the proposed software solution. Referenced clients must be able to attest without reservation that the proposed software is currently in operation and has been operating at the referenced location for a minimum of three years (36 full months for all modules) at a level of efficiency equal to, or better than as proposed to the client.

References should be similar in size and scope to EPSDR3. Preference is given to references located in the same region as EPSDR3. References must include the following information:

- District name and location
- Contact person's name and position
- Telephone number and email address
- Products implemented/purchase date
- Enrollment

CONFIDENTIALITY STATEMENT-CUSTOMER DATA

The Vendor shall cause each officer, director, employee, and other representative who shall have access to any "Customer Data," which is defined as all student Personally Identifiable Information ("PII") and other nonpublic information, including student data, metadata, and user content, of the School District students (hereinafter "Customer Data") during the term of the Agreement (collectively, the "Authorized Representatives") to maintain in strict confidence and trust all Customer Data, including the following:

- With respect to any Customer Data that could be considered "education records" as defined under the Family Educational Rights and Privacy Act ("FERPA") and/or "school student records", the Vendor acknowledges that for the purposes of this Proposal it will be designated as a "school official" with "legitimate educational interests" in the education records, as those terms have been defined under FERPA and their implementing regulations. The Vendor agrees to abide by the FERPA limitations and requirements imposed on school officials. The Vendor will collect and use Customer Data only for the purpose of fulfilling its duties under the Proposal for EPSDR3 and EPSDR3's end users' benefits, and will not share Customer Data with or disclose it to any third party except as provided for in this Addendum, required by law, or authorized in writing by EPSDR3. The Vendor will not use Customer Data (including metadata) for advertising or marketing purposes unless such use is specifically authorized in writing by EPSDR3.
- With respect to the Vendor's collection, use or disclosure of personal information from students, as governed by the Children's Online Privacy Protection Act ("COPPA"), the Vendor agrees that

Vendor's use of the personal information and any other Customer Data will be solely for the benefit of the Customer's students and for the school system, and that the operator will not collect personal information from students for any purpose other than the Customer's purpose, including any other commercial purpose.

- Vendor further agrees to comply with all relevant legal requirements for the collection, storage, use, or disclosure of health related information that comes into contract with the Student Information System, including any applicable requirements found in the Health Insurance Portability and Accountability Act of 1996 ("HIPAA").
- The identity of Authorized Representatives having access to Customer Data will be documented and access will be logged.

COMPLIANCE WITH LAW

Vendor shall comply with all applicable local, county, Colorado, and federal laws and regulations, including those regarding the provision of educational software, copyright, student records/educational records, and student confidentiality, including FERPA and COPPA.

OWNERSHIP

All Customer Data will remain EPSDR3's property and EPSDR3 shall retain full control over all such Data shared with or collected by the Vendor.