

Attachment A

RFP 4037

ITS Project No. 43838

Technical Requirements

21st Century Community
Learning Center Compliance
Reporting Solution

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A. How to Respond

1. Beginning with Section B, Item 8 of this attachment, label and respond to each outline point within each section as described below.
2. The Vendor must respond with “ACKNOWLEDGED,” “WILL COMPLY” or “AGREED” to each point in each section of this attachment. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State’s sole discretion, being subject to disqualification.
3. “ACKNOWLEDGED” should be used when no vendor response or vendor compliance is required. “ACKNOWLEDGED” simply means the vendor is confirming to the State that he read the statement. This is commonly used in the RFP sections where the agency’s current operating environment is described or where general information is being given about the project.
4. “WILL COMPLY” or “AGREED” are used interchangeably to indicate that the vendor will adhere to the requirement. These terms are used to respond to statements that specify that a vendor or vendor’s proposed solution must comply with a specific item or must perform a certain task.
5. If the Vendor cannot respond with “ACKNOWLEDGED,” “WILL COMPLY,” or “AGREED,” then the Vendor must respond with “EXCEPTION.” (See Section V of RFP 4037, for additional instructions regarding Vendor exceptions.)
6. Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
7. In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

B. Background

8. The 21st Century Community Learning Centers (21 CCLC) Program was established by Congress as Title IV, Part B of the Elementary and Secondary Education Act (ESEA), as amended by the *Every Student Succeeds Act, 2015*. The purpose of the program is to provide opportunities for academic enrichment activities during non-school hours or periods when school is not in session, such as before and after school or during summer recess, particularly for students who attend low-performing schools.
9. 21 CCLC is subject to the Government Performance and Results Act (GPRA), which requires agencies to set goals, measure results, and report progress. The Mississippi Department of Education, hereafter MDE, oversees the funding of 21 CCLC sub-grantee programs and is therefore required to collect and report performance measurement data in accordance with GPRA requirements.

C. Scope

10. MDE is seeking a vendor-hosted, web-based, commercial-off-the-shelf data collection and reporting solution to collect and manage compliance data for the 21st Century Community Learning Center federal grant program.
11. MDE is seeking a single vendor to design and implement the proposed solution, provide user training, and provide ongoing maintenance and support.

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12. MDE is seeking a solution to accommodate 21 CCLC compliance for 35 to 50 sub-grantees and their related programs.

D. Vendor Qualifications

13. Vendor must be capable of and have previous experience in providing vendor hosted, web-accessible 21 CCLC data collection and APR compliance reporting software.
 - a. Vendor must have provided and supported such software for at least the past three years.
14. Vendor must provide an introduction and general description of its company's background and years in business providing vendor hosted solutions of similar size and scope.
15. Vendor must specify the location of the organization's principal office and the number of executive and professional personnel employed at this office.
16. Vendor must specify the organization's size in terms of the number of full-time employees, the number of contract personnel used at any one time, the number of offices and their locations, and structure (for example, state, national, or international organization).
17. Vendor must disclose any company restructurings, mergers, and acquisitions over the past three (3) years.

E. Vendor Implementation Team

18. Vendor must demonstrate that all team members have the necessary experience to implement, host, and maintain web-accessible, 21 CCLC APR solutions as required by this RFP.
19. Vendor must identify the primary, key staff members who will be responsible for the execution of the various aspects of the project, including but not limited to project management, development, implementation, testing, and training.
20. Describe team member roles, functional responsibilities, and experience with projects similar in size and scope to the services required by this procurement.
21. For each team member assigned to the design and implementation of this project, provide a resume or a list of qualifications that shows readiness for this project. Indicate years of experience and length of employment with your company.
22. Vendor must ensure that each team member assigned to this project has the ability to communicate clearly in the English language, both verbally and in writing.

F. Project Implementation Schedule

23. MDE intends to implement the proposed solution no later than December 12, 2018. All system functionality, user acceptance testing, and MDE staff training must be completed in order to go-live by December 12, 2018.
24. Vendor must provide the implementation milestones and estimate the amount of time you will require for each one so that MDE can assess your ability to implement the proposed solution by December 12, 2018.

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25. Present the details of your implementation plan, which must include, but not be limited to development, user testing and acceptance processes, user training, and production.
 - a. In your implementation plan, all customizations, integrations, interfaces, and hosting services must be tested and validated.
26. MDE expects the Vendor to work with the MDE project manager to ensure effective project management during all project phases.
27. As it relates to this procurement, state all Vendor assumptions or constraints regarding the proposed solution and overall project plan, timeline, and project management.
28. Vendor must identify any potential risks, roadblocks and challenges you have encountered in similar implementations that could negatively affect a timely and successful completion of the project. Recommend a high-level strategy to mitigate these risks.

G. General Requirements

29. **MANDATORY:** Proposed solution must meet all current requirements for data collection and reporting to 21 APR, the US Department of Education (USDE) web-based collection system for 21 CCLC. For purposes of this requirement, *current* refers to requirements known at this time and the most recent new requirements made known by the USDE.
30. When the USDE makes changes to 21 APR, the proposed solution must be updated to reflect the new and/or revised requirements. Vendor must commit to updating the proposed solution in accordance with the appropriate reporting period(s), at no additional cost to MDE.
31. When the USDE makes changes in the way that it intakes compliance data, the proposed solution must be updated in such a way that collected data can be properly submitted. Vendor must commit to updating the proposed solution in accordance with the appropriate reporting period(s) at no additional cost to the MDE.
32. Vendor must agree that all data stored within the proposed solution must be subject to all data privacy laws, including but not limited to FERPA and HIPAA.
33. Vendor must agree that all MDE data must remain within the continental United States borders. At no time will the transmission or storage of any MDE data be permitted to any resource outside of the United States.

H. Data Tracking

34. **MANDATORY:** Proposed solution must track participation for every activity and/or indicator required by the 21 CCLC compliance reporting requirements.
35. Proposed solution must create a unique identifying number per student enrolled in CCLC programs for the purpose of tracking, reporting, and managing programs and participation.
36. MDE desires a solution that uses automation to build site level participant records from public school/other student records. Vendor must describe its method of using automation to build site level participant records from public school/other student records.

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- b. Vendor must briefly describe other automations that simplify participant tracking, management reporting, and compliance reporting to 21 APR.
- 37. Proposed solution must accommodate a recurrence schedule for each 21 CCLC program activity, and must track participation by activity, student participants, and participating family members.
- 38. Proposed solution must accommodate custom defined recurrence schedules which may require tracking participation by total number of days, total number of hours, total number of sessions, etc.
- 39. 21 CCLC considers attendance to be an outcome indicator in program monitoring variables. Proposed solution must track attendance in accordance with known present-day 21 CCLC reporting requirements related to attendance.
 - a. 21 CCLC outcomes are reported in the spring, summer, and fall reporting windows by participation bands designated by days of attendance. Therefore, data should be collected and/or aggregated in the following way to ensure ease of input for compliance reporting:
 - 1. Participation Band: 30-59, 60-89, 90+ days of attendance.
 - b. Vendor must agree to keep the proposed solution updated in response to Federal program changes.
- 40. MDE desires a solution that eases the burden on data entry personnel at the program site level. Preference will be given to solutions that excel in this area. Describe or demonstrate how your solution accommodates data entry at the site level.
- 41. Proposed solution must allow administrators to add unforeseen activities, such as field trips, that may occur during the semester.
 - a. For each unforeseen activity that is added by program sites during a semester, proposed solution must fully track and report student and parent participation in the same way core programs are tracked and reported.

I. Data Collection

- 42. **MANDATORY:** Proposed solution must collect data for every known requirement of 21 CCLC compliance reporting.
- 43. Proposed solution must be pre-loaded with 21 CCLC program categories so that program administrators can build their curriculums from approved activity types.
 - a. Proposed solution must allow program administrators to add customized activities to their curriculums, and data for all such programs must be subject to all 21 CCLC data collection, tracking, and reporting requirements.
- 44. Proposed solution must be pre-loaded with templates for collecting the required information for setting up individual student records, e.g., name, address, etc.
 - a. In addition to general student identification information, proposed solution should collect the following demographic information per student:
 - 1. Race/Ethnicity
 - 2. Sex
 - 3. ELL status

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4. Free and reduced lunch status
5. Special Ed status
45. Proposed solution must collect the necessary reporting data for adult family members who participate in center programs.
46. Data collection templates must be customizable to allow site administrators to add or delete fields as appropriate for their individual use.

J. Reporting – 21 CCLC Compliance

47. **MANDATORY:** Proposed solution must be pre-loaded with all detail and summary reports necessary to respond to the 21 CCLC compliance reporting requirements.
48. To facilitate compliance data entry to 21 CCLC, report output must be formatted to match the intake requirements of 21 CCLC compliance reporting.
49. Proposed solution must offer detailed and summary reports from the data collected by site.
50. Proposed solution must offer roll-up reports that aggregate the data collected by multiple sites into district-wide and/or state-wide, consolidated reports.
51. For each tracked program activity, proposed solution must provide reports in summary form and by individual activity.
52. Proposed solution must report non-duplicated participation by adult family members. Non-duplicated means no individual is counted twice.
53. All system generated compliance reports from the proposed solution must reveal only aggregated data and must adhere to all privacy laws including but limited to FERPA and HIPAA.

K. Reporting - General

54. Proposed solution must provide automated detailed and summary reports for site and district level management in analyzing program effectiveness, student participation, program activities, staff, etc.
55. Proposed solution must offer user defined reporting so that program sites can customize reports for their individual purposes.
56. Reports must be exportable in common Microsoft formats such as Word, Excel, and/or .csv. Define the formats to which your reports are exportable.
57. All system generated reports from the proposed solution must reveal only aggregated data and must adhere to all privacy laws including but limited to FERPA and HIPAA.

L. Sub-Grantee Evaluator Tools

58. In accordance with 21 CCLC program objectives, proposed solution must provide tools and reports for district level evaluation and analysis of sub-grantee programs and activities. For the proposed solution, Vendor must describe the tools and reports available for district level evaluation and analysis of sub-grantee programs and activities.
59. Access to evaluator tools and reports must be configurable by role-based permissions as determined by the MDE.

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M. Access

60. Proposed solution must be compatible with the current version and two preceding versions of common browsers including Chrome, Internet Explorer, Microsoft Edge, Firefox, and Safari.
61. Vendor must recommend the minimum hardware and bandwidth specifications necessary to access and effectively navigate within the proposed solution.
62. Vendor must confirm that measures are in place to prevent degradation to access, performance, and response times during mandatory, high volume reporting periods.
 - a. Vendor must describe measures that are in place to prevent degradation to access, performance, and response time during mandatory, high volume reporting periods.

N. Training

63. Vendor must provide in-depth user training for MDE and sub-grantee staff.
 - a. Vendor must gear training to the specific needs of the different levels of users for MDE and sub-grantee staff.
 - b. For each level of training provided, Vendor must indicate the minimum knowledge and skill level required by each participant to successfully complete the training.
64. Vendor must describe the methods used to deliver the various levels of training, e.g., one-on-one, classroom, on-line, etc.
65. For all training sessions, whether on-site or on-line, Vendor must provide adequate documentation for reference purposes.
 - a. Vendor must commit to keeping all training documentation update-to-date and in accord with the ongoing operation of the proposed solution.

O. Maintenance and Support

66. Vendor must commit to maintaining active support for all current and proposed solution components.
67. For critical issues, MDE must have direct access, by phone and email, to a vendor service representative during regular business hours, Monday-Friday from 8:00 a.m. to 5:00 p.m. Central Standard Time.
68. For critical service issues, MDE requires Vendor's response within one hour of intake and trouble resolution within four hours of intake by Vendor.
69. For non-critical service issues, MDE requires Vendor's response within four hours of intake and resolution within 24 hours of intake by Vendor.
70. Describe how trouble and support issues are reported.
71. Describe your trouble resolution process.
72. Detail your process for receiving, recording, tracking and resolving issues identified by the users of the software.
73. Detail your service levels and trouble escalation procedures.

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74. Upon implementation, Vendor is required to provide complete documentation of all support processes and keep it updated at all times. Web-accessible format is acceptable to MDE.
75. Describe your policies and procedures for notifying users of scheduled maintenance, unscheduled maintenance, emergency maintenance, downtime, system errors, or degraded performance.
76. Vendor must provide advance notice on all scheduled maintenance activities.
77. Proposed solution must maintain the production environment at a 99% availability rate, including scheduled maintenance. All maintenance and updates must be completed in a test environment prior to go-live.
78. Vendor's Cost Information Submission, Section VIII of this RFP, must specify costs to provide the proposed support on an annual basis, for up to five years.

P. Additional Requirements

79. ITS acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements that must be met by the proposed solution. Vendors must specify, here, what additional components may be needed and are proposed in order to complete each configuration.
80. If any components necessary for the successful operation of the proposed solution are omitted from the Vendor's proposal, Vendor must be willing to provide the component(s) at no additional cost. This includes, but is not limited to all components necessary for vendor hosting, secure web portals, web application servers, web services, mobile and non-mobile access, mobile and hybrid applications, database/servers, networking, technologies, and support and maintenance of the proposed solution.

Q. Change Order Process

81. After implementation and acceptance of the services procured by this RFP, MDE may require additional services, such as enhancements or other system related needs. Vendor must include a fully loaded change order rate as a separate line in the Vendor's Cost Information Submission, Section VIII of this RFP.