

AMENDMENT 1 FOR RFP NUMBER 0A1083

DATE AMENDMENT ISSUED: June 10, 2011

The state of Ohio, through the Department of Administrative Services, Information Technology Procurement Services, for the Ohio Department of Education is issuing this amendment for the Request for Proposals entitled:

Race to the Top – Teacher/Principal Evaluation System

DATE RFP ISSUED: May 18, 2011
OPENING DATE: June 24, 2011
OPENING TIME: 1:00 P.M.
**OPENING LOCATION: Department of Administrative Services
I.T. Procurement Services
Bid Room
4200 Surface Road
Columbus, OH 43228**

The attached page(s) represent the Request for Proposals (RFP) amendment for the RFP listed above. Please use replacement pages contained in this document to replace the page(s) previously issued by the State.

Specifications and requirements that have been revised are surrounded by triple asterisks, bold type and when applicable, strikethrough.

REQUEST FOR PROPOSALS

RFP NUMBER: 0A1083
DATE ISSUED: May 18, 2011

The State of Ohio, through the Department of Administrative Services, Information Technology Procurement Services, for the Ohio Department of Education is requesting proposals for:

Race to the Top – Teacher / Principal Evaluation System

INQUIRY PERIOD BEGINS: May 18, 2011
INQUIRY PERIOD ENDS: ~~June 10, 2011~~*** June 14, 2011***
OPENING DATE: ~~June 17, 2011~~*** June 24, 2011
OPENING TIME: 1:00 P.M.
OPENING LOCATION: Department of Administrative Services
I.T. Procurement Services
Bid Room
4200 Surface Road
Columbus, Ohio 43228

PRE-PROPOSAL CONFERENCE DATE: June 2, 2011

This RFP consists of five parts and 5 attachments, totaling 115 consecutively numbered pages. Supplements also are attached to this RFP with a beginning header page and an ending trailer page. Please verify that you have a complete copy.

- The Ohio Teacher and Principal Evaluation system will provide a comprehensive system for professional growth that supports and expands educator effectiveness to meet the challenges of helping all students to be college and career-ready and life prepared.

Overview of the Work's Scope. The scope of the Work is provided in Attachment Two of this RFP. This section only gives a summary of the Work. If there is any inconsistency between this summary and the attachment's description of the Work, the Attachment will govern.

- The Contractor must design, develop, and implement a Teacher and Principal Evaluation system.
- The Contractor must employ iterative development methodology. Agile SCRUM is the preferred methodology. [http://en.wikipedia.org/wiki/Scrum_\(development\)](http://en.wikipedia.org/wiki/Scrum_(development)) Contractor PM may serve as SCRUM Master. Product backlog, SPRINT backlogs, Burn-down charts and SPRINT Review and Retrospective documents are required artifacts for this methodology.
- The Contractor will provide hosting services, customer support, upgrades and fixes to the system for a period of 3 years after deployment of the first iteration of the product.

Calendar of Events. The schedule for the RFP process and the Work is given below. The State may change this schedule at anytime. If the State changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Website's question and answer area for this RFP. The Website announcement will be followed by an amendment to this RFP, also available through the State's Procurement Website. After the Proposal due date and before the award of the Contract, the State will make schedule changes through the RFP amendment process. Additionally, the State will make changes in the Work schedule after the Contract award through the change order provisions in the General Terms and Conditions Attachment to this RFP. It is each prospective offeror's responsibility to check the Website question and answer area for this RFP for current information regarding this RFP and its Calendar of Events through award of the Contract.

Dates:

Firm Dates

RFP Issued:	05/18/2011
Inquiry Period Begins:	05/18/2011
Pre-Proposal Conference Date:	06/02/2011 at 9:30 a.m.
Inquiry Period Ends:	06/10/2011 ***06/14/2011*** at 8:00 a.m.
Proposal Due Date:	06/17/2011 ***06/24/2011*** at 1:00 p.m.

Estimated Dates

Award Date:	08/1/2011
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Estimated Work Dates

Work Begins:	08/15/2011
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There are references in this RFP to the Proposal due date. Unless it is clearly provided to the contrary in this RFP, any such reference means the date and time (Columbus, Ohio local time) that the Proposals are due and not just the date.

A minimum of 36 months full-time experience as an information technology system architect for projects involving an enterprise-wide architecture, networking, multiple systems integration, hardware, and software.	15	Reject	5	7	9
A minimum of 24 months experience managing a technical team and its activities from inception through implementation on a minimum of one project of similar size and complexity to the Teacher and Principal Evaluation System.	10	Reject	5	7	9
System Architect Requirements	Weight	Does not Meet	Meets	Exceeds	Greatly Exceeds
Experience performing systems development activities as a technical lead over analysis, design, development, and testing on a minimum of two projects of similar size and complexity for the Teacher and Principal Evaluation System.	10	0	5	7	9
Experience implementing a similar solution on a minimum of two projects.	15	0	5	7	9
Experience using various project management tools for planning and tracking purposes on a minimum of two projects.	5	0	5	7	9
Training Lead Requirements Propose One Candidate	Weight	Does not Meet	Meets	Exceeds	Greatly Exceeds
Experience in developing and implementing a training plan on a minimum of one project of similar complexity and size.	15	0	5	7	9
Experience in preparing and delivering formal classroom training in the past 12 months on a project similar in size and complexity.	10	0	5	7	9
Experience in developing on-line curricula and/or user manual on a project of similar size and complexity.	8	0	5	7	9
Experience using various project management tools for planning and tracking projects on a minimum of two projects of similar size and complexity.	5	0	5	7	9
Proposed Solution for Teacher and Principal Evaluation System and Hosting Services					
	Weight	Does not Meet	Meets	Exceeds	Greatly Exceeds
Principal Evaluation Requirements	20	0	5	7	9
Teacher Evaluation Requirements	20	0	5	7	9
Teacher and Principal Evaluation system Requirements	***15***	***0**	***5***	***7***	***9***
Customer Support Services	15	0	5	7	9
Website	15	0	5	7	9
Data Management Functions	10	0	5	7	9

Reporting	15	0	5	7	9
Communications/Marketing	10	0	5	7	9
Ongoing Communication	5	0	5	7	9
Ongoing Training	5	0	5	7	9
Security Management	5	0	5	7	9
Document Management	5	0	5	7	9
Business Continuity	5	0	5	7	9
Disaster Recovery	10	0	5	7	9
Implementation Work Plans	Weight	Does not Meet	Meets	Exceeds	Greatly Exceeds
Task 1 – Project Management	15	0	5	7	9
Task 2 – Systems Analysis and Design	10	0	5	7	9
Task 3 – Configuration and Documentation	10	0	5	7	9
Task 4 – System and User Acceptance Testing	15	0	5	7	9
Task 5 – Training	15	0	5	7	9
Task 6 – Implementation	20	0	5	7	9
Task 7 – System Operations	15	0	5	7	9
Task 8 – End of Contract Transition	5	0	5	7	9
Implementation Services Project Schedule	15	0	5	7	9
Staffing Plan	Weight	Does not Meet	Meets	Exceeds	Greatly Exceeds
Implementation Staffing Plan	10	0	5	7	9
Operational Staffing Plan	5	0	5	7	9

Price Performance Formula. The evaluation team will rate the Proposals that meet the Mandatory Requirements based on the following criteria and respective weights.

Criteria	Percentage
Technical Proposal	70%
Cost Summary	30%

To ensure the scoring ratio is maintained, the State will use the following formulas to adjust the points awarded to each offeror.

The offeror with the highest point total for the Technical Proposal will receive 700 points. The remaining offerors will receive a percentage of the maximum points available based upon the following formula:

$$\text{Technical Proposal Points} = (\text{Offeror's Technical Proposal Points} / \text{Highest Number of Technical Proposal Points Obtained}) \times 700$$

The offeror with the lowest proposed Not-To-Exceed Fixed Price will receive 300 points. The remaining offerors will receive a percentage of the maximum cost points available based upon the following formula:

$$\text{Cost Summary Points} = (\text{Lowest Not-To-Exceed Fixed Price} / \text{Offeror's Not-To-Exceed Fixed Price}) \times 300$$

Total Points Score: The total points score is calculated using the following formula:

$$\text{Total Points} = \text{Technical Proposal Points} + \text{Cost Summary Points}$$

- j. The system will leverage existing Ohio School District data systems where possible for Teacher and Principal Evaluation System data collections and data migrations to ODE for mandatory EMIS, State and Federal reporting.
- k. The Contractor will create, test and deploy the system for statewide usage.
- l. The Contractor will provide *****tier one***** technical and customer support and minor upgrades to the Teacher and Principal Evaluation System for **3 ***up to 5***** years after deployment of the first product iteration.
- m. The system will leverage secure, encrypted (HTTPS or sFTP) access and automated downloads of specific data elements from the Teacher and Principal Evaluation System hosting location to the ODE computing environment. The Contractor will work with ODE technical network staff to create the secure connectivity if no secure data migration products are available.
- n. The system will allow users with appropriate access to search for evaluation data based on common public data criteria such as State ID, first name, last name, date of birth, etc.
- o. The system User Interface will support current versions of major Internet Browser software such as Microsoft Internet Explorer, Firefox, etc.
- p. The system will include a Secure Socket Layer encryption (SSL/HTTPS) component and administration UI and Web Services which allows specific data and system access by Ohio School District and ODE staff.
- q. The system secure access will integrate with a “reduced sign-on” solution under development simultaneously by ODE. If the reduced sign-on solution is not available before the first iteration of the Teacher and Principal Evaluation System is scheduled for deployment for customers, the ODE Project Manager will negotiate a temporary security solution with the Contractor.
- r. The system will be able to use a scoring rubric developed by ODE to inform summative judgments regarding teacher and principal effectiveness against a standardized set of measurable criteria.
- s. The system will collect, store and provide Formative (developmental) and Summative (evaluative) Teacher and Principal data.
- t. The system will consist of 3 high-level components:

1. Goal Setting process

- a. Identifying Roles and Responsibilities;
- b. Self-Assessment on Ohio’s Standards for Principals;
- c. Analysis of Student Learning; and
- d. Goal-Setting and the Professional Growth Plan.

2. Formative Assessment and Coaching

3. Summative Evaluation and Scoring

- a. Improvement Plan

- u. The system must track the following Teacher and Principal Evaluation System data:
 - 1. Individual Teacher and Principal demographic data such as name, date of birth, School District assignment, home address, phone, etc.;
 - 2. Date of summative performance rating data;

3. Roles and Responsibilities data;
4. Self assessment data;
5. Analysis of Student Learning data;
6. Goal setting and Professional growth plan data;
7. Formative Assessment and Coaching data;
8. Summative Evaluation and Scoring data; and
9. Improvement plan data

Customer Support Services

Customer inquiries must be handled in a professional manner with timely, accurate and comprehensive resolutions. Customer support services for the Superintendent, Principals and Teachers must be provided within the Continental United States and will retain responsibility for all related inquiries.

The Contractor must employ state-of-the-art equipment to ensure that customer service functions are performed efficiently and effectively while adhering to established SLA performance standards.

The Contractor must provide customer support to assist Superintendents, Principals and Teachers, and State staff with Teacher and Principal Evaluation System functions and data processing and reports inquiries.

Minimum Requirements: The Contractor must:

- a. Provide *****tier one*****customer support via telephone, email, and instant messaging (online chat);
- b. Provide toll free numbers for direct customer service access;
- c. Receive and respond to calls on all business days from 8:00 a.m. to 5:00 p.m. Eastern Time. Coverage may be extended as needed;
- d. Ensure average hold time is 2 minutes or less;
- e. Research, resolve and respond to inquiries and requests for assistance within one business day or in accordance with the SLA;
- f. Notify the State immediately of a call center outage
- g. Implement and maintain a system for tracking and reporting inquiries received via email Online chat/instant messaging and telephone, including, but not limited to:
 - Incoming calls, faxes or emails;
 - Outgoing calls, faxes or emails;
 - Incoming call hold time;
 - Inquiry category;
 - Inquiry resolution to include how inquiries were addressed and resolved;
 - Closure and follow-up on customer inquiries that cannot be satisfied immediately and require additional research; and
 - Track call patterns for individuals and counties.
- h. Provide State staff with complete and direct access to the Contractor's helpdesk issue tracking system and data pertaining to services provided including issues, problem management, resolution, SLA component and reporting tools;
- i. Strictly adhere to all confidentiality rules; and
- j. Provide Call Tracking to include:
 - Call tracking software;
 - State staff access to call tracking reports;
 - The ability to monitor calls for quality assurance purposes; and
 - The ability to capture inbound call statistics.

Website

Minimum Requirements: the Contractor's system must:

- a. Provide secure web access to Teacher and Principal Evaluation System *****in a state provided DNS namespace, in accordance with the State Internet/Intranet Policies — F Series. The policies are can be found at the following URL:**
<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITPolicies.aspx>
**
- b. Provide access to training aids such as webinars, and e-documentation to Superintendents, Principals and Teachers
- c. Ensure secure login access and password features;
- d. Provide information, such as:
 - ◇ Frequently asked questions;
 - ◇ How to update personal information;
 - ◇ How to request history of transactions; and
- e. Display alerts on homepage, as appropriate (for routine IT maintenance announcements, planned outages, etc.).

Data Management Functions

The Contractor must establish policies and procedures, to process and manage all data files generated, transmitted and received by the Contractor.

Minimum Requirements: The Contractor must:

- a. Provide recoverability of all data files, if they are accidentally deleted, corrupted, or a file is incorrectly transmitted or received, by performing backups; (Time frames for recoverability to be determined by the State.)
- b. Ensure security and data integrity of all data files during an electronic transfer, by using a version of Connect Direct that is compatible with the State;
- c. Ensure security of all data files, by keeping the files safe from corruption, providing controlled access to data files and using encryption whenever appropriate;
- d. Ensure timely processing, by providing updates to system interfaces with new and changed information within required timeframes to be determined by the State;
- e. Ensure timely processing, by implementing automated quality assurance standards, to validate the transfer data and discover inconsistencies and other anomalies of the data files;
- f. Provide technical support, 5 days a week from 7 a.m. to 6 p.m. to answer calls and make immediate decisions regarding production issues;
- g. Retain all data files according to the agreed upon standards and schedules;
- h. Define an escalation plan to establish corrective actions and resolution of data transfer errors. The plan must include:
 1. Names and contact information for production control personnel,
 2. Notification of an ODE systems administrator when a predetermined threshold of errors has occurred during a batch or real time data transfer,
 3. Documentation defining the file transfer procedure and indicating actions to be taken when errors are found, and
 4. The file transfer schedule.
- k. Provide a routine batch processing report to ODE, to ensure the complete and accurate transfer of data during batch processing. The batch processing report must include, at a minimum, the following:
 1. A Summary Report by file transmission that provides a confirmation for the processing of the batch file(s);
 2. Summary verification data, including the total number of records received in the batch;
 3. The number of records by record type such as number of added, changed, and deleted records;
 4. A summary of the transmission processing including number of records accepted and number of records rejected; and

describe how gaps between the COTS software and the requirements will be identified and how the gaps will be filled to meet all of the system requirements.

This area of the offeror's proposal must include each of the following items that correspond to the Teacher and Principal Evaluation System Requirements and Hosting Services requirements. All sections and sub-sections must be addressed. Each section must include a detailed description to address each requirement identified in Attachment Two. The offeror must specifically address the process, methods and proposed approach to meet each requirement.

- Principal Evaluation System Requirements
- Teacher Evaluation System Requirements
- *****Teacher and Principal Evaluation System Requirements*****
- Customer Support Services
- Website (Hosting)
- Data Management Functions including all file protocols needed to meet the requirements.
- Reporting
- ~~Communications~~
- Ongoing Training
- Security Management
 - This section must address each of the following sections:
 - Confidentiality of Data and Information
 - Site Security
 - System Security
- Document Management
 - This section must address the following section:
 - Document Repository
- Business Continuity
 - The offeror must provide a draft Business Continuity Plan that will be used to create a consistent, coherent management plan of action that will be used to guide the Business Continuity activities of the project. The Business Continuity Plan is subject to final approval by the State. The plan should include detail sufficient to give the State an understanding of the offeror's knowledge and approach.
- Disaster Recovery
 - The offeror must provide a draft Disaster Recovery Plan outlining its management plan of action to guide the Disaster Recovery activities of the project.

Implementation Work Plans. The State encourages responses that demonstrate a thorough understanding of the nature of the Deliverables and Work and what the Contractor must do to get the Deliverables and Work done properly.

To this end, the offeror must submit a work plan for each task described in Attachment Two that the offeror will use to create a consistent and coherent management plan for the Work. The offeror must fully describe its approach, methods, and specific work steps for doing the work on this Project and producing the Deliverables. The State seeks responses that demonstrate a thorough understanding of the nature of the Project and what the Contractor must do to get the Project done properly.

The State seeks insightful responses that describe proven, state-of-the-art methods. Recommended solutions should demonstrate that the offeror will be prepared to quickly undertake and successfully complete the required tasks. The Work Plan must include detail sufficient to give the State an understanding of how the offeror's knowledge and approach will:

- Manage the Work;
- Guide Work execution;
- Document planning assumptions and decisions;
- Facilitate communication among stakeholders; and