REQUEST FOR QUOTE

Date Issued: April 13, 2020

The State of Ohio, through the Ohio Department of Higher Education (DHE), is requesting a quote for:

Adult Education Data Management System

Signed proposals must arrive by 5:00 PM, May 15, 2020.

Send to:
Ohio Department of Higher Education
Attn: Donna Albanese
Email: Dalbanese@highered.ohio.gov

Quotes and questions will be accepted by email.

Estimated Schedule

RFQ Release: April 13, 2020
RFQ Deadline: May 15, 2020
Evaluation of Responses: June 22, 2020
Anticipated Award Date: TBD
Anticipated Full Implementation: July 31, 2021

General Instructions for Quote Submittal

Proposal Submittal

Each offeror must submit a technical section, a cost section, evidence of experience with similar software, voluntary product accessibility testing (VPAT), and extensive knowledge of Workforce Innovation and Opportunity Act of 2014 (WIOA) Title II issues as part of its total proposal before the inquiry period due date. Documents may be submitted as Microsoft Office documents (e.g., Word or Excel) or as PDF documents emailed to me.

Proposals are due no later than by 5:00 PM, May 15, 2020. Offers must submit questions and Proposals to:

Donna Albanese
Director of Aspire
Ohio Department of Higher Education
Dalbanese@highered.ohio.gov

I.   Background

Ohio's Aspire programs provide free services for individuals who need assistance acquiring the skills to be successful in post-secondary education and training, and employment. Local programs offer classes at flexible locations, and on different days and times to meet diverse needs. All students are required to attend orientation, where an assessment is given to help determine the individual's educational needs and goals.

Services available at programs include:

- Basic math, reading and writing skills
- Adult Secondary Education/High School Equivalence preparation
- English for Speakers of Other Languages (ESOL)
- Transition services – helping students develop essential skills for employment and post-secondary
- Life skills, employability skills and computer literacy
- Workplace Education – education services offered in collaboration with an employer to increase the productivity of the workforce
- Corrections Education – a partnership with a jail, detention center, community-based rehabilitation center or other similar institution
- Distance Education - enhancing learning using technology

The Ohio Aspire program awards grants to approximately 50 local programs statewide, serving all 88 counties in Ohio. Collectively the local programs serve between 30,000 – 35,000 individuals annually, of which roughly 28,000 attend to participant status. A participant is defined in the National Reporting System (NRS) for Adult Education as an individual who has achieved 12 contact hours after program entry and is reported on federal and statewide performance measures.

The agency is seeking a system that provides all local programs to access data that specifically relates to their program. In order to modernize the current software system, ODHE is seeking replacement of the existing internal ABLELink System, which is a custom built application developed for the State of Ohio in 2000 The new Adult Education Data Management System (DMS) will be a vendor-hosted, web-based application and will provide tools for data entry of student records, management of student records, generating all accountability reports for the NRS under the Workforce Innovation and Opportunities Act of 2014 (WIOA) and providing reports to support local and state adult education program operations.

II.   Scope of Work:

The Ohio Department of Higher Education (ODHE) requests quotes for provision of Adult Education Literacy Data Management System Software in accordance with the requirements and provisions stated herein.

1. The new data system must be a Commercial Off-the- Shelf (COTS) or Modified Off-the-Shelf (MOTS) web-based Adult Education Data Management System (DMS) application. Applications that are not currently available and must be built from scratch shall not be acceptable.

2. The offeror shall work with ODHE Aspire team to implement an adult education student information system pursuant to the requirements of Public Law 113-128 – Workforce Innovation and Opportunity Act. The offeror shall ensure that the DMS application is in compliance with the National Reporting System (NRS) requirements consistent with NRS Implementation Guidelines and stays current following advancements or modifications to NRS requirements.

3. The system must have the ability to produce real-time NRS reporting. Reference "NRS Reporting Tables" and "WIOA Statewide and Local Performance Report Template" at site: www.nrsweb.org/foundations/tables.aspx.

4. The system shall be able to be utilized by staff members in the state office and by local program directors, administrative assistants and instructors. Each program will have its own set of student records and reporting capabilities – separate and apart from the records of other programs. State staff must be able to review local student records, monitor the process of local data entry and generate both individual program and aggregate statewide reports.

5. The offeror shall provide all services from configuration and customization of the COTS/MOTS product to implementation to carry out the scope and all requirements of the contract.

6. The offeror shall develop, produce, and deliver materials to facilitate the implementation of the system, including working in conjunction with ODHE's IT provider Oh-Tech. All administrative and documentation materials shall be provided to the state in Microsoft Word and/or Excel.

7. The system must be licensed using a yearly subscription, maintenance, and hosting model.

8. The offeror must provide and maintain a data dictionary for all elements in the database for the life of the contract.

9. The ODHE Aspire staff must have full access to all student data and records, historical through current, from all approved programs. Access for users must include the ability to monitor, oversee, view, edit, export, distribute, and download all data at no additional fee.

10. The DMS application must be accessible 24 hours a day, 7 days a week.

11. For NRS purposes, the DMS application must capture the following types of data: Student demographic information, including first name, middle name, last name, social security number, birth date, gender, primary phone, secondary phone, email address, address, ethnicity, and race.

12. Additionally, student information, including native language, status in work force, highest level of education, location of majority of formal schooling, location/county of last schooling, referral information, cohort enrollment functionality, program enrollment type, public assistance participation, low income, single parent, dislocated worker.

13. The system also must capture special learning needs, including physical disability, learning disability, and accommodation information.

14. The system must have fields for NRS Approved Assessment Scores (pre- and post-test scores with dates).

15. The system must have the ability to track student enrollment/withdrawal into programs (class site-specific).

16. The system must have the ability to track student goals, student attendance, and absences.

17. ODHE staff must have the capability to extract data from the system to facilitate a NRS data match for employment, post-secondary, and credential attainment.

18. The offeror shall provide initial training for local program users based on training curriculum and training materials. Training must be available via webinar and on-site, face-to-face instruction, and be performed in a mutually agreed to matter between the offeror and ODHE. The offeror shall provide ongoing training support for new local program users.

19. The offeror must provide dedicated tech-support for state-level technical staff and local program and end-user level on bugs and/or support issues. The offeror must provide readily available customer service through phone, email, and/or web-chat. Customer

service must be available daily from 7:00 a.m. – 9:00 p.m. EST. The offeror must respond to all asynchronous requests for customer service within 24 hours.

20. System will be the authoritative source for all Aspire program data submitted and approved by the Department of Higher Education. RESTful API(s) will need to be established between DHE's Higher Education Information (HEI) system and the chosen system via web service or other like mechanism for exchange of data.

21. System will have the ability to maintain custom attributes per data record which will maintain data integrity with the HEI system.

22. The system will be required to maintain user authentication along with, at minimum, annual access control audits where accounts not reviewed will be automatically disabled.

23. System will be required to maintain data at a State of Ohio approved encryption standard.

24. Platform must support URL rewrite/DHE approved domain (ex: aspire.ohiohighered.org)

25. Offeror acknowledges and warrants that Software conforms and shall continue to conform to the W3C Web Content Accessibility Guidelines, version 2.0 ("WCAG 2.0") at conformance Level AA.

26. The chosen offeror will perform duties as agreed to in the state of Ohio's Master Cloud Service Agreement (MCSA) in Exhibit A and Exhibit B.

27. Chosen offeror will need to supply answers to a security practice questionnaire on an annual basis and will be responsible for remediation items. Vulnerability scan will be performed on a regular basis.

Please indicate your company's ability to accomplish the items above with the estimated implementation date for each item. Extensive knowledge of adult basic education issues at the state and national level is required.

III. **Cost**

The Offeror must provide cost of the implementation of the online system.

The Offeror must provide Costs for maintenance and frequent of such costs.

IV. **Training**

The Offeror shall train ODHE staff on the operation of the system and software within thirty (30) days of delivery with approved appointment dates. A training manual will also be provided.

V. **References**

The Offeror must provide three (3) references from previous clients using a similar system during the past five (5) years.