REQUEST FOR QUOTE (RFQ)
Posted: December 8, 2023
Due Date: February 9, 2024

Options for Youth - Duarte Inc., (OFY-D) is requesting quotes for electronic Student Information Systems Services (SIS).

Options for Youth - Duarte Inc., is a year-round WIOA aligned blended learning public charter school serving 3593 students in 6 regions and 19 school sites throughout the greater Los Angeles County area. Our school mission states: ¨*Our schools create an educational choice for all students. Our staff connects with students to empower and inspire them to achieve their goals and make their dreams a reality.*¨

OFY-D is seeking student information services to assist in our charter school operations and we encourage all interested vendors to submit a quote. This Request for Quote document is available on OFY-D´s website: https://ofy-d.org/

A copy of the proposed **Scope of Work** is attached below. Interested vendors are <u>not</u> required to submit a quote covering the entire scope of work. OFY-D will accept quotes covering all or any portion of the services outlined in the Scope of Work. Please ensure that any quote submitted clearly indicates which services are included in the quote. OFY-D reserves the right to negotiate final terms and conditions of contract including the Scope of Work.

All quotes should be submitted on company letterhead and include a bid or estimate of cost for the services being offered. Supporting documentation such as customer references, statements of qualifications, company history, alternative fee schedules etc are welcomed. Please submit quotes by the due date above to:

Alison Mullins
Interim Assistant Principal, Instructional Operations
alisonmullins@ofy.org

OFY-D staff will diligently review all submitted quotes and make a recommendation to Options for Youth- Duarte´s Board of Education. It is anticipated that OFY-D will award the contract March 2024 with the term of the contract commencing July 1, 2024.

Please contact Alison Mullins, using the above contact information, should you have any further questions. OFY-D looks forward to receiving your quote.

Sincerely,

Options for Youth - Duarte, Inc.

Scope of Work

I. **Software Development**
   A. Core SIS Application Modules
   Build & customize the core SIS for OFY-D modules including but not limited to: Student Info, Enrollment History, Registration, Guides, Course History/Course Grades, Calendar, and Reports
   B. SIS - Extended Functionality Modules
   Build and customize specialized application modules requested by OFY-D (*examples: External Assessments, Student Digital File storage, Classroom, Student Forms, Student Online Assessment)
   C. SIS Module Customization
   1. Calendar: Build and customize work product attendance tracking to OFY-D requirements.
   2. Guides: Build and customize guides to support multiple guides & credit scales, ADA work product tracking to OFY-D requirements**.**
   D. Curriculum Tools
   Build and customize specialized Curriculum Management tool (*examples: Guide Manager, Course Manager, Online Assessment Manager)
   E. Auditor Tools
   Build and customize Auditor Data Management tools so the school can maintain student records in compliance with applicable requirements.
   F. Digital Contract Solutions-
   Build and customize solutions for OFY-D's digital contracts and signature files (*examples: master agreement, course contracts, RWAs, Emergency Cards)
   G. Technology Integration
   Build and customize 3rd Party system & data integrations requested by OFY-D (*examples: Google, Edmentum, etc)
   H. Post-Secondary Counselor Tools
   Build and customize Post-Secondary Counselor tools & reports (*example: GPA Calculator).
   I. Mobile Solutions
   Build and customize mobile solutions for student and parent portal access.
   J. Technology Solutions
   Build proof of concept technology solutions as requested by OFY-D.
   K. Project Streamlining/Rapid Response Solutions-

Upon request, streamline the development of unscheduled technology solutions to address urgent feature changes or enhancements required for operational workflow and/or program-direction changes.

L. Special Program Support-

Build and customize student field trip Program registration with OFY-D's special education consultant(s). Build and customize student information data management solutions per OFY-D's request specific to Special Education and English Language compliance and data integrity requirements**.**

M. Core SIS Application and Module Support

Provide standard business hours HelpDesk support via email and phone, including 24/7 support via ticket-based tracking, and extended support hours for special programs.

N. Account Management Support

Configure & manage all school staff and consultants access to SIS systems, Business Intelligence tools, reports; execute account role/permission updates through a customized payroll system event notification processes.

O. Student Data Management Support

Fulfill ad hoc/ticketed requests for student data changes/data entry/corrections as requested.

P. Curriculum Management Support

Provide Guide/Course/Online Assessment configuration assistance & data migration management and curriculum content cloning services.

Q. SIS Configuration Services

1. Client/center hierarchy data management, multi-track calendar management, custom digital registration and student information forms, special program configurations/permissions, workflow recommendations.

2. Implement custom Account Management Solutions to support special program staff management processes and workflows (*examples: summer programs, online programs, night school programs, WIOA, LCAP, etc).

3. Provide consultative operational/technology planning (*examples: evaluate workflows, provide recommendations, evaluate 3rd party technology solutions proposed by OFY-D or their consultants).

4. Provide consultative operational/technology planning (*examples: evaluate workflows, provide recommendations, evaluate 3rd party technology solutions proposed by OFY-D or their consultants).

R. Technology Project Management

Interface directly with OFY-D's consultants as necessary to ensure SIS features/technology solutions/configurations are aligned with the school's requirements (i.e. with instructional leadership, marketing, tech support, etc).

S. Student Surveys

Create, manage and schedule the release of custom student surveys (*examples: WIOA, LCAP, etc) and compile survey results.

T. Training & Specialized Group Support

1. Provide customized training & support for instructional/professional development staff ("train the trainer" methodology) including their real time chat-based access to support staff.

2. Provide regional product & supplemental training support; offering a dedicated client services representative or service manager.

3. Provide customized training & support for Accountability/Compliance Team**.**

II. Data Service

A. Data Management

1. Maintain student record data integrity across data warehouse, SIS core systems, data cache layers.

2. Build and maintain operational and business intelligence data warehouse, including the maintenance and preservation of legacy OFY-D data sources.

3. Provide data cleansing services for manually entered "poor" or "dirty" data; including mass-data entry changes as requested.

4. Provide data solutions for mass staff account management projects requested by OFY-D for high volume programs. Data migration services from OFY-D legacy SIS systems and other 3rd party vendors.

B. Data Analysis/Business Intelligence-

Build standard core SIS reports (*examples: Enrollments Leaves Transfers (ELT), Language Proficiency Codes (LPC)

C. Business Management Support

Build custom reports and Tableau dashboards for OFY-D staff and consultants.

Build custom reports and Tableau dashboards for Accountability/Compliance team as requested.

D. Special Program Support

Build custom reports and Tableau dashboards for LCAP, Enrollment Specialists, Special Education, English Language development. WIOA support programs as requested.

E. Data Migration/Import

Import and aggregate student standardized test scores from 3rd party testing agencies (Renaissance Star/Star-Ren, ELPAC, SBAC, etc).

*examples provided are illustrative not exhaustive