CITY OF PHILADELPHIA

Office of Innovation and Technology
(on behalf of
Office of Adult Education)

REQUEST FOR INFORMATION

FOR

STUDENT INFORMATION SYSTEM

April 30, 2018

Information Session

May 8, 2018 at 10am
1234 Market Street, Suite 1800
Philadelphia, PA 19102

Deadline for questions, requests for clarification, or requests for additional information

May 18, 2018 before 5pm
(Local Philadelphia Time)

City Responds to Questions

June 1, 2018

Responses to RFI Due

June 15, 2018 before 5pm
(Local Philadelphia Time)

JAMES F. KENNEY, Mayor
DIANE INVERSO, Executive Director, Office of Adult Education
MARK WHEELER, Interim CIO, Office of Innovation and Technology
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STUDENT INFORMATION SYSTEM
REQUEST FOR INFORMATION

I. RESPONSE CALENDAR

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<td>Information Session</td>
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<td>Information Session (Local Philadelphia Time)</td>
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<td>Deadline for questions, requests for clarification, or requests for additional information (email <a href="mailto:Annelyn.Grellier@phila.gov">Annelyn.Grellier@phila.gov</a> and <a href="mailto:Gayle.Ruggeri@phila.gov">Gayle.Ruggeri@phila.gov</a>)</td>
<td>May 18, 2018 before 5pm (Local Philadelphia Time)</td>
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<td>City Responds to Questions (<a href="http://www.phila.gov/rfp">http://www.phila.gov/rfp</a>)</td>
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II. PURPOSE OF REQUEST FOR INFORMATION

The City of Philadelphia (City) is embarking on a significant initiative to modernize its administrative business processes and related legacy technology systems that currently support its business operations. As part of this initiative, the City intends to implement a new Student Information System to track the adult students who enroll in the myPLACE™ adult education program, to develop their skills or learn English as a second language (ESL). The City, through its Office of Innovation and Technology (OIT) on behalf of the Office of Adult Education (OAE), has issued this Request for Information (RFI) in order to solicit statements of interest, capabilities, and Rough Order of Magnitude (ROM) cost estimates from all Respondents interested in, and capable of, providing commercial off-the-shelf (COTS) software as part of the City’s solution.

Respondents are asked to provide OIT with information regarding their available COTS products and solutions, subject to the following guidelines:

- Identify only COTS products that are modifiable or configurable to meet specific City requirements, and that focus on interoperability, reliability, usability, availability, capacity and scalability
• Present the software solution’s interoperability and operational requirements in accordance with the International Organization for Standardization Open Systems Interconnection (OSI) model
• Include an architectural diagram of the solution with description of the solutions scalability; responses may include one or more models or solutions
• Describe the configurability of the software to meet specific user needs.

Responses should not include implementation, integration, or configuration services. The City intends to procure such services, if and to the extent required, through a separate procurement after a COTS software solution is identified. If, however, the software can be installed and configured only by the Respondent, that must be clearly stated in the Response, including the reasons why that is the case.

Respondents may, in the City’s discretion, be invited to engage in discussions with the City’s project team and/or demonstrate their products, services and solutions.

No contract will be awarded pursuant to this RFI. Anyone who does not respond to this RFI is not precluded from responding to any future solicitation issued by the City. The City intends to procure software for this project as soon as reasonably possible, in accordance with the City’s procurement laws and practices for software purchases, which may include, but are not limited to, the use of existing City contracts or certified cooperative purchase agreements. Respondents will not be bound by the ROM cost estimates provided in their responses to this RFI in a future procurement. The City also reserves the right to not procure any software.

III. RFI CONTACT INFORMATION FOR QUESTIONS, REQUESTS FOR CLARIFICATION

All questions (see RFI Question Template Exhibit) and requests for clarification concerning this RFI must be in writing submitted via email no later than 5:00 pm, Local Philadelphia Time, on May 18, 2018 to:

Annelyn Grellier            Gayle Ruggeri
Office of Innovation and Technology Office of Innovation and Technology
annelyn.grellier@phila.gov    Gayle.Ruggeri@phila.gov

Responses to questions and requests for additional information shall be at the sole discretion of the City. Any additional information and/or responses to questions will be posted on the City’s website at http://www.phila.gov/rfp (“Additional Opportunities”). No information and/or responses to questions will be sent by email. Nothing in this RFI shall create an obligation on the City to respond to a Respondent submitting a response.

The City may, in its sole discretion, issue addenda to this RFI containing responses to questions, clarifications of the RFI, revisions to the RFI or any other matters that the City deems appropriate.
Addenda, if any, will be posted on the City’s website at http://www.phila.gov/rfp (“Additional Opportunities”). It is the Respondent’s responsibility to monitor the Additional Opportunities site for Addenda and to comply with any new information.

Oral responses made by any City employee or agent of the City in response to questions or requests for information or clarification related to this RFI are not binding and shall not in any way be considered as a commitment by the City.

If a Respondent finds any inconsistency or ambiguity in the RFI or an addendum to the RFI issued by the City, the Respondent is requested to notify the City in writing by the above deadline for questions and requests for information or clarification.

IV. ABOUT THE CITY OF PHILADELPHIA, OIT AND OAE

The City of Philadelphia is the largest city in the Commonwealth of Pennsylvania and the sixth-most populous city in the United States with over 1.5 million residents. Additionally, due to its rich historic and cultural heritage, the region is visited by more than 40 million people each year.

Philadelphia is located in the southeastern section of Pennsylvania and the coterminous city/county covers 143 square miles. The City is bordered by the following counties: Bucks, Montgomery and Delaware in Pennsylvania, and Burlington, Camden and Gloucester in New Jersey.

As an operating department of the City, OIT provides technology and telecommunication services to the City, its employees, and the community. There are over 25,000 city employees in Philadelphia.

The OAE, of the Managing Director’s Office and under the Office of Workforce Development operates City-wide to assure that high-quality Adult Basic Education (ABE), Adult Secondary Education (ASE) and English as a Second Language (ESL) services are accessible to adults seeking to improve their knowledge and skills to enter gainful employment, get a better job, or advance in a career. OAE sponsors and supports myPLACEsm, Philadelphia’s Adult Education System which consists of intake of adult learners, maintenance of electronic learning records, professional and organizational development for individual and agency providers, policy advisement, volunteer training, and learner referrals. OAE seeks to raise the quality, quantity and accessibility of adult education opportunities in Philadelphia and is dedicated to increasing the integration of workforce education and technology in instruction for adults.
V. INFORMATION SESSION

An Informational Session to review the requirements of this RFI will be held in Philadelphia, Pennsylvania at the time and location indicated below.

**Date**      **Location**
May 8, 2018    1234 Market Street, Suite 1800
10 am         Philadelphia, PA 19107
(Local Philadelphia Time)

Attendance at the Information Session is optional but recommended.

To receive the dial-in information:
- email Annelyn Grellier, annelyn.grellier@phila.gov, by 05:00 PM on May 7, 2018 Local Philadelphia Time
- include the name and email address of who is to receive the dial in information.

VI. ANTICIPATED SOLUTION REQUIREMENTS

The proposed solution should include the following functionality:

- Student online registration for:
  - adult learners
  - adult Professional Development learners
- Verification of class prerequisites during registration
- Student Information includes, but is not limited to, personal and demographic information, class information including progress and performance reports, transcripts, and test scores
- Instructor information to include personal contact information, credentials/certifications, reviews, ratings, classes taught
- Class management should include registration, rosters, schedule, instructor, attendance, class location, etc.
- Ability to manage the non-profit education partners
- Ability to send student/instructor notifications such as emails and text messages and post announcements on the user’s home page
- Ability to add shortcuts and links to dashboards and/or menus
- Ability to automatically send a certificate of completion to a student who completes a class
- Ability to perform bulk updates, e.g., copy classes to next term
- Reporting and Analytics to include:
  - robust built-in reporting and dashboards
  - the ability to export/save reports in standard formats, e.g. PDF, XLS, comma delimited, etc.
▪ the ability to customize reports and create ad-hoc reports
▪ standard/core reports include (but are not limited to):
  ▪ Comparison of learner pre-test and post-test scores
  ▪ Student demographic data by zip code
  ▪ List of students registered in multiple classes, completing classes, withdrawing from classes
  ▪ Test scores
  ▪ Grade
  ▪ Class rosters
  ▪ Waitlist
  ▪ Attendance
  ▪ Student, instructor and class schedules
  ▪ Registration by location, program, instructor, etc.
  ▪ Retention trends over time
▪ Standard administration for system and user maintenance
▪ Role-based security compatible with ADFS
▪ Support access for Administrators, Students, Partners, Instructors, Volunteers, and Testing Centers
▪ Ability/Capacity to grow enrollment; current enrollment is ~12,000 with an expected growth rate of 10-20% per year, ultimately growing to ~75,000
▪ Standard workflow for activities such as creating a new class, entering a new student, registering students for classes, etc.
▪ Auto-complete wherever possible e.g. classes, instructors, facilities, etc.
▪ Cloud-based storage with the ability for all users to access the data from anywhere at any time. The system will be accessible through a mobile device and ideally include a mobile app.
▪ Ability for students and instructors to share documents and post comments
▪ Ability to import/export data in standard file formats
▪ Integration with the Canvas Learning Management System for student access to their online classes

Desired functionality:

▪ Import census data for students
▪ Ability to integrate with the City’s Geospatial Information System (standardize on the ESRI Product Suite) for geospatial and mapping against the City’s Address Information System (AIS) to retrieve address information and geocode addresses
▪ Ability to create visual reporting such as maps and dashboards
▪ Manage OAE KEYSPOT program information such as the number of people who visited a center. KEYSPOT is a network of public, private, and nonprofit organizations that provide technology, training, and other opportunities through community-based public access centers
The tracking and reporting functionality of the Student Information System (SIS) are of particular importance and allow OAE supervisors to track and compare demographic data, test scores and grades, student attendance, classes, etc. An ideal SIS would be robust enough to manage the target population of 75,000 for adult education in Philadelphia and to handle the growing number of partner agencies working with OAE.

The overarching goal of this initiative is to improve the OAE efficiency while:
- Increasing the number of students enrolled in the program
- Increasing the number of partner agencies
- Improving the ability to monitor performance and outcomes and to analyze data
- Helping develop a strategic plan
- Enhancing the City’s Workforce Development initiative

VII. SUBMISSION GUIDELINES/REQUIREMENTS

The City expects each Respondent to include in their response to this RFI the following items in the order listed:

**Company Overview:**
Include company name, physical address, phone number, fax number, and web address, a brief description of the company, its services, business size (total revenue and number of employees), and point(s) of contact, including name, address, phone and email address. Note the company’s operations including the number of years the company has been supporting this solution; location of company’s headquarters and all other office locations; and three years of financial data to ensure company stability.

**Clients:**
Identify your experience with clients of similar size and scope to the City of Philadelphia, including client name, engagement title, description of engagement, cost, and start and completion dates as well as the name, address and telephone number of a contact person.

**Product/Software Solution**
Identify one or more COTS solutions that meet the City’s requirements. Responses that describe solutions which are completely custom software may, in the City’s discretion, be rejected without review.

A major goal of this RFI is to provide Respondent with an opportunity to inform the City and OIT about their respective software solution’s interoperability and operational requirements in reference to the OSI model. Respondents are encouraged to include in their response an architectural diagram of the solution with description of the solution’s scalability. Respondents are welcome to provide one or more models or solution sets to meet this requirement for an integrated interoperable solution set.

**Infrastructure/Architecture Model:**
Identify your infrastructure/architecture model(s) provided and supported and whether they are on premise, hosted off-premise, or Software-as-a-Service (SaaS) models.

Supplement this request with an interoperable architectural diagram outlining each OSI layer requirement for enablement, sustainment, reliability, redundancy, and growth. Highlight your anticipated annual upgrade and patch release schedule.

**Key Features:**
Identify best of breed features included in the proposed COTS solution(s), including, at a minimum, the Key Features in Section VI. Anticipated Project Requirements.

**Support and Maintenance Model:**
Provide the anticipated ongoing software maintenance and support services required to sustain the solution including frequency of upgrades and patches/bug releases and the estimated timeframes to complete. Outline the services in your support model including available service level agreements.

**Reporting and Key Performance Indicators (KPIs):**
Provide the standard and custom reporting included in your solution and the available KPIs.

**Pricing/Licensing Model:**
Include a general pricing model and cost for the software based upon the information provided in this RFI. This pricing should also indicate the licensing model, (i.e. licensing by individual users, by core, by seat etc.), descriptions of the hosting models available, and estimates of associated costs. Include cost estimates for ongoing support and maintenance for three years, and when those support and maintenance costs begin (i.e. at time of purchase, after implementation, etc.).

Respondents will not be bound by any cost estimates included in responses to this RFI.

**VIII. USE OF RESPONSES**

Responses to this RFI may be used by OIT to select a software product for a student information system solution. Responses may also be used to assist OIT in gathering information for planning purposes, and for purposes of identifying sufficient resources for an implementation initiative.
IX. HOW TO SUBMIT RESPONSES

Respondents should submit their responses electronically (hard copies are unacceptable) in MS Word or Adobe PDF format, as a single document (see note below), to:

Annelyn Grellier  Gayle Ruggeri@phila.gov
Office of Innovation and Technology  Office of Innovation and Technology
annelyn.grellier@phila.gov  Gayle.Ruggeri@phila.gov

Responses are due June 15, 2018 before 5:00 pm, Local Philadelphia Time.

Note: Response document(s) are limited to 15 MB; if necessary, please submit multiple files or zip/compress the file(s).

X. CONFIDENTIALITY AND PUBLIC DISCLOSURE

Respondents shall treat all information obtained from the City which is not generally available to the public as confidential and/or proprietary to the City. Respondents shall exercise all reasonable precautions to prevent any information derived from such sources from being disclosed to any other person. No other party, including any Respondent, is intended to be granted any rights hereunder.

XI. RIGHTS AND OPTIONS RESERVED

In addition to the rights reserved elsewhere in this RFI, the City reserves and may, in its sole discretion, exercise any or more of the following rights and options with respect to this RFI if the City determines that doing so is in the best interest of the City:

1. Decline to consider any response to this RFI (“response”); cancel the RFI at any time; elect to proceed or not to proceed with discussions or presentations regarding its subject matter with any Respondent and with firms that do not respond to the RFI; to reissue the RFI or to issue a new RFI (with the same, similar or different terms);

2. Select a COTS package from a vendor that does not respond to this RFI, or elect not to proceed with any procurement;

3. Waive, for any response, any defect, deficiency or failure to comply with the RFI if, in the City’s sole judgment, such defect is not material to the response;

4. Extend the Submission Date/Time and/or to supplement, amend, substitute or otherwise modify the RFI at any time prior to the Submission Date/Time, by posting notice thereof on the City web page(s) where the RFI is posted;
5. Require, permit or reject amendments (including, without limitation, submitting information omitted), modifications, clarifying information, and/or corrections to responses by some or all Respondents at any time before or after the Submission Date/Time;

6. Require, request or permit, in discussion with any Respondent, any information relating to the subject matter of this RFI that the City deems appropriate, whether it was described in the response to this RFI;

7. Discontinue, at any time determined by the City, discussions with any Respondent or all Respondents regarding the subject matter of this RFI, and/or initiate discussions with any other Respondent or with vendors that did not respond to the RFI;

8. To conduct such investigations with respect to the financial, technical, and other qualifications of the Respondent as the City, in its sole discretion, deems necessary or appropriate;

9. Do any of the foregoing without notice to Respondents or others, except such notice as the City, in its sole discretion, may elect to post on the City web page(s) where this RFI is posted.

This RFI and the process described are proprietary to the City and are for exclusive benefit of the City. Upon submission, responses to this RFI shall become the property of the City, which shall have unrestricted use thereof.

XII. PUBLIC DISCLOSURE

By submitting a response to this RFI, Respondent acknowledges and agrees i) that the City is a “local agency” under and subject to the Pennsylvania Right-to-Know Law (the “Act”), 65 P.S. §§ 67.101-67.3104, as the Act may be amended from time to time; and ii) responses may be subject to public disclosure under the Act. In the event the City receives a request under the Act for information that a Respondent has marked as confidential, the City will use reasonable efforts to consult with Respondent regarding the response and, to the extent reasonably practicable, will give Respondent the opportunity to identify information that Respondent believes to be confidential proprietary information, a trade secret, or otherwise exempt from access under Section 708 of the Act.

Notwithstanding anything to the contrary contained in this RFI, nothing in this RFI shall supersede, modify, or diminish in any respect whatsoever any of the City’s rights, obligations, and defenses under the Act, nor will the City be held liable for any disclosure of records, including information that the City determines in its sole discretion is a public record and/or information required to be disclosed under the Act.
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