Optional Statewide e-IEP System

IDAHO DEPARTMENT OF EDUCATION
SPECIAL EDUCATION

Contents

ADMINISTRATIVE INFORMATION

RFP Title:	Optional Statewide e-IEP System
RFP Lead:	Kristine Moriarty Policy Director Idaho Department of Education 650 W. State Street, 2nd Floor Boise, ID 83702 208-332-6857 solicitations@sde.idaho.gov
Submit Proposal:	solicitations@sde.idaho.gov
Pre-Proposal Conference (Virtual):	December 9, 2024 @ 10:00 AM MT Register here for the pre-proposal conference.
Deadline To Receive Questions:	December 13, 2024 @ 11:59 PM MT
RFP Closing Time and Date:	January 17, 2025 @ 11:59 PM MT
Proposal Presentations (if conducted)	February 19-20, 2025 @ TBD
Intent to Award Date	March 5, 2025
Initial Term of Contract and Renewals:	One (1) year term from 7/1/2025 through 6/30/2026. Contract may renew for an additional year for up to four consecutive years with written mutual agreement of both parties for a total of five (5) years.

1. OVERVIEW

1.1   Idaho's Educational System

The Idaho Constitution provides that the general supervision, governance, and control of the state educational institutions and public school system, as with the education system's government agencies, shall be vested in the State Board of Education. The Board is comprised of eight members, including the voter-elected Superintendent of Public Instruction.

The Idaho Department of Education (the "Department") is the government agency supporting Idaho's K-12 publicly funded schools and students. The Department is responsible for implementing policies, distributing funds, administering statewide assessments, licensing educators, and providing support and resources to local school districts and public charter schools. The Department is overseen by the Superintendent of Public Instruction.

Local school districts and public charter schools have authority over individual schools within their jurisdiction. They are responsible for managing day-to-day operations, hiring staff, and developing curriculum.

Idaho's public schools are made up of approximately 313,000 students in 190 school districts and public charter schools in six regions. Idaho's K-12 education system services a diverse demographic, encompassing students from urban, suburban, and rural areas, with diverse racial, ethnic, and socioeconomic backgrounds. Notably, approximately 40% of Idaho's students qualify for free or reduced-price lunch and approximately 6% of Idaho's students are English-language learners.

1.2   Definitions

Word/Acronym	Definition
Business Days	Monday through Friday, 8:00 a.m. – 5:00 p.m. MT, excluding Idaho state holidays and business closure days unless otherwise stated.
LEA	Local Education Agency, including local school districts and public charter schools.
IEP	Individualized Education Program (IEP) is a written document developed for each eligible student with a disability and documents the specially designed instruction and related services.
IDEA Part B	Part B of IDEA governs how special education and related services are provided to school-aged children with disabilities.
ISEE	Idaho System for Educational Excellence is a K-12 Longitudinal Data System, which supports the Idaho Department of Education's

	budgeting processes, data submissions, and delivers information to educational stakeholders to create data driven decisions.

1.3   Purpose

The Department is seeking proposals for a web-based electronic individual education program (e-IEP) solution to be utilized statewide by Local Education Agencies ("LEAs," which includes local school districts and public charter schools). The e-IEP solution will simplify the creation, verification, submission, and sharing of special education forms and related documents among authorized users, including LEAs and the Department. The proposed solution will integrate the current Idaho special education forms (please see Appendix A), and processes outlined in the Idaho Special Education Manual and the IEP Guidance Handbook into a user-friendly and adaptable data management system. This system must be capable of adapting to changing legislative mandates and satisfying reporting requirements at the local, state, and federal levels.

LEAs will not be required to use this solution. The LEAs will have the option to use the statewide solution at their discretion. The solution must reduce the amount of time and effort expended in meeting the complex demands associated with special education paperwork and support caseload management. It should also provide time management and organizational tools to LEAs and the Department.

The solution must allow for the secure transfer of special education records and associated records within and between LEAs. Authorized teachers and administrators will be able to access the information from any computer with internet access.

1.4   Background Information

Idaho features a mix of moderately sized population centers and sparsely populated areas with small towns. The state is home to some of the largest wilderness areas in the United States. Covering an area of 83,557 square miles, Idaho has a total student population of approximately 318,660 as of July 2024. The smallest LEA has an enrollment of just 5 students, while the largest LEA has a total enrollment of 38,670 students.

As of July 31, 2024, the statewide child count number of students with disabilities is 39,813. Idaho is currently home to 116 local school districts and 74 public charter schools. The Department is responsible for ensuring that all LEAs comply with the Individuals with Disabilities Education Act (IDEA) and Idaho Code.

Currently, a portion of the IDEA Part B funds received by LEAs are specifically allocated for the IEP management solution of their choice. LEA administrators and educational partners across Idaho have requested that the Department continue to provide an optional statewide electronic IEP solution.

1.5 Funding Information

The funding for this project is allocated in Idaho's IDEA Part B Annual Budget. This cost is included in the "Optional Authorized Activities" section, which specifically identifies the use of funds to support paperwork reduction activities, including expanding the use of technology in the IEP process.

1.6 Budget

The budget for this Contract is $1,000,000.

1.7 Resulting Contract

The Contract will be comprised of this RFP, including any incorporated documents; the successful Proposal, including any clarifications requested by the Department; and an artifact formalizing any requirements agreed upon through contract discussions or negotiations, if applicable.

The following document(s) are incorporated into this RFP as if set out in their entirety, whether or not they are attached:

- Idaho Department of Education General Terms and Conditions
- Idaho Department of Education Special Terms and Conditions for Federal Funds
- Idaho Department of Education Special Terms and Conditions for Solicitations
- Idaho Department of Education Special Terms and Conditions for Cloud Services
- Idaho Department of Education Special Terms and Conditions On-Premise Software

2. **QUESTIONS**

2.1   Restrictions on Communications

From the issue date of this RFP until a contract is awarded, or until the RFP is withdrawn, Offerors and their representatives are prohibited from communications (written or verbal) regarding this RFP with Department staff, evaluation committee members, and other state employees, other than the RFP Lead, except during formal solicitation events (including the pre-offer conference and demonstrations), requesting access to special education forms, or request for reconsideration defined in section 10.7 of this RFP.

2.2   Pre-Proposal Conference

A non-mandatory pre-proposal conference will be held virtually on December 9, 2024, at 10:00 AM MT. This will be the prospective Offerors' opportunity to ask questions of the Department staff. Any oral answers given by the Department during the pre-proposal conference are unofficial and will not be binding on the Department.

2.3   Offeror Questions

Questions or other correspondence regarding the RFP must be submitted in writing to the RFP Lead by December 13, 2024, at 11:59 PM MT. Written questions must be submitted using Attachment 1, Offeror Questions. In the event it becomes necessary to revise any part of this RFP, the addenda will be posted on the Department Contracting Opportunities website.

It is the responsibility of parties interested in this RFP to monitor the Department Contracting Opportunities website for any updates or amendments. Any changes to this RFP must be posted to the Department Contracting Opportunities website to be valid.

Any questions regarding the Idaho Department of Education Contract Terms and Conditions must also be submitted in writing, using Attachment 1, Offeror Questions. Questions regarding terms and conditions must contain the following:

1.   The rationale for the specific requirement being unacceptable to the party submitting the question (define the deficiency).
2.   Recommended verbiage for the Department's consideration that is consistent in content, context, and form with the Department's requirement that is being questioned.

3.   Explanation of how the Department's acceptance of the recommended verbiage is fair and equitable to both the Department and to the party submitting the question.

Proposals which condition the Proposal based upon the Department accepting other terms and conditions not found in the RFP, or which take exception to the Department's terms and conditions, will be found non-responsive, and no further consideration of the Proposal will be given.

3. INSTRUCTIONS FOR SUBMISSION OF PROPOSAL

3.1 General Instructions

3.1.1 Alternate proposals are not allowed.

3.2 Electronic Submission

3.2.1 Proposals must be submitted electronically to the RFP Lead at solicitations@sde.idaho.gov. Except as otherwise addressed in this solicitation, all submission materials must be submitted at the same time (in a single electronic submission). If multiple submissions are received, only the latest timely submission will be considered.

3.2.2 All electronic files must be in Portable Document Format (PDF) or Microsoft Excel format; the only exceptions are financials, brochures or other information only available in an alternate format.

3.2.3 Offerors are strongly encouraged to begin the process of submitting the response far enough in advance of the Closing Time to allow for resolution of technical difficulties. Be advised that the Department is not responsible for an Offeror's failure to timely submit a responsive submission due to any technical or technological difficulties.

3.2.4 Offerors are further advised to provide response materials with descriptive file names, organized and consolidated in a manner which allows evaluators to efficiently navigate the Offeror's response.

4. PROPOSAL FORMAT

The following instructions describe the format to use in the Proposal. The format is designed to ensure a complete submission of information necessary for an equitable analysis and evaluation of submitted Proposals. There is no intent to limit the content of Proposals.

4.1 Evaluation Codes

(M) Mandatory Response - failure to respond to any (M) section, or to comply with any mandatory specification or requirement will render Offeror's Proposal non-responsive and no further evaluation will occur.

(ME) Mandatory and Evaluated Response - failure to respond to any (ME) section, or to comply with any mandatory specification or requirement in an (ME) section will render Offeror's Proposal non-responsiveand no further evaluation will occur. Offeror is required to respond to this specification with a detailed response identifying its understanding and how it will comply. Points will be awarded based on predetermined criteria.

(E) Evaluated Response - a response is desired and will be evaluated and scored. If not available, respond with "Not Available" or other response that identifies Offeror's ability or inability to supply the item or service or meet the specification. Failure to respond or a "Not Available" response will result in zero (0) points awarded. If available, Offeror is to respond with a detailed response identifying its understanding and how it will comply, and points will be awarded based on predetermined criteria.

Note: The RFP Lead may waive minor informalities as well as minor deviations. The RFP Lead also reserves the right to seek clarification on any M, ME, or E requirement.

4.2 Table of Contents

Include a table of contents in the Technical Proposal identifying the contents of each section, including page numbers of major sections.

4.3 Format

Proposals shall follow the numerical order of this RFP. Sections numbers must be identified with the corresponding numbers and headings used in this RFP. Restate the section numbers and criteria before providing your response. Offerors are encouraged to use a different color font, bold text, italics, or other indicator to clearly distinguish the criteria from the Offeror's response.

5. MANDATORY SUBMISSION REQUIREMENTS

5.1   (M) Signature Page

All Proposals must be submitted with Attachment 3, Signature Page. The signature page must contain an electronic signature of an authorized agent of the submitting Offeror and returned with the submission package. Proposals submitted without the signature page shall be found nonresponsive and will not be considered. An incomplete, modified, or unsigned signature page will be cause for a finding of non-responsiveness.

5.2   (M) Cover Form

Complete, sign, and submit Attachment 2, Cover Form.

5.3   (M) Acknowledgement of Amendments

If the RFP is amended, the Offeror must acknowledge each amendment with a signature on the acknowledgement form provided with each amendment. Failure to return a signed copy of each amendment acknowledgement form with the Proposal may result in the Proposal being found non-responsive.

5.4   (M) Executive Summary

Include an executive summary in the Technical Proposal providing a condensed overview of the contentsof the Technical Proposal demonstrating an understanding of the services to be performed.

5.5   Other Mandatory Submittals

Provide a response to all (M) and (ME) sections, and any other required submittal items.

5.6   Public Records and Trade Secrets

The Idaho Public Records Law, Idaho Code sections 74-101 through 74-126, allows the open inspection and copying of public records. Public records include any writing containing information relating to the conduct or administration of the public's business prepared, owned, used, or retained by an Idaho state agency, regardless of the physical form or character. All, or most, of the information contained a responsive Proposal will be a public record subject to disclosure under the Public Records Law.

The Public Records Law contains certain exemptions. One exemption potentially applicable to part of the Proposal may be for trade secrets. Trade secrets include a formula, pattern, compilation, program, computer program, device, method, technique, or process that derives economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by other persons and is subject to the efforts that are reasonable under thecircumstances to maintain its secrecy. If any material

provided in the Proposal is a trade secret, or otherwise protected from disclosure, Offerors MUST so indicate by marking as "exempt" EACH PAGE containing such information. In addition:

5.6.1 Identify with particularity the precise text, illustration, or other information contained within each page marked "exempt" (it is not sufficient to simply mark the entire page). The specific information deemed a trade secret within each page noted as "exempt" must be highlighted, italicized, identified by asterisks, contained within a text border, or otherwise clearly delineated from other text/information and specifically identified as a trade secret.

5.6.2 Provide a separate document entitled "List of Redacted Trade Secret Information" whichprovides a succinct list of all trade secret information noted in your Proposal; listed in the order it appears in your submittal documents, identified by page number, section number, title, paragraph, if applicable, and specific portions of text/illustrations; or in a manner otherwise sufficient to allow the Department's procurement personnel to determine the precise text/material subject to the notation. Additionally, this list must identify with each notation the specific basis for your position that the material be treated as exempt from disclosure and how the exempting the material complies with the Idaho Public Records Law.

5.6.3 Submit a redacted copy of the Proposal with all trade secret information removed or blacked out. The redacted copy must be submitted electronically, with the file name "Redacted Trade Secrets."

Offeror shall indemnify and defend the Department against all liability, claims, damages, losses, expenses, actions, attorney fees and suits whatsoever for honoring a designation of exempt or for the Vendor's failure to designate individual documents as exempt. The Offeror's failure to designate as exempt any document or portion of a document that is released by the Department shall constitute a complete waiver of any and all claims for damages caused by any such release. If the Department receives a request for materials claimed exempt by the Offeror, the Offeror shall provide the legal defense for such claim.

6. BUSINESS INFORMATION

6.1 (ME) Experience

Describe in detail the Offeror's knowledge and experience in providing services similar to those required in this RFP. Include Offeror's business history, description of current service area, and customer base. Additionally, specifically address the following mandatory minimum requirements:

6.1.1 The Offeror must have a minimum of five (5) years of experience providing the proposed product to be eligible for award.

6.1.2 The Offeror must have a minimum of three (3) successful implementations in a district of more than twenty thousand (20,000) students or a state level contract.

7. ORGANIZATION AND STAFFING

Describe the Offeror's qualifications to successfully complete the requirements of the RFP by providing a detailed response to the following:

7.1   (ME) Project Lead

Identify the person who will be the dedicated Project Lead if Offeror is awarded a contract. Provide a description of the proposed Project Lead's experience and qualifications. The Offeror shall submit the Project Lead's resume in response to this section.

7.2   (ME) Key Personnel and Qualifications

Provide a list of key management, customer service, and other personnel to be used in the fulfillment of this Contract (in addition to the Project Lead). Provide role descriptions, including requisite qualifications and experience of the person(s)/role(s) identified, as well as an explanation of how the person in that role will contribute to the project. **The response should demonstrate the extent to which the Offeror has the expertise to meet all Scope of Work requirements.**

7.3   (M) Subcontractors

If the Offeror intends to utilize subcontractors, describe the extent to which subcontractors will be used to comply with Contract requirements. Include each position providing service and a detailed description of how the subcontractors are anticipated to be involved under the Contract. Include a description of how the Offeror will ensure that all subcontractors and their employees will meet all Scope of Work requirements. The Offeror may submit resumes to support this section.

If the Offeror does not intend to utilize subcontractors, provide a statement to that effect.

8. SCOPE OF WORK

All sections of the Scope of Work are required services under the contract. Use this Proposal outline as part of the Offeror's response to the RFP. Evaluators will score Proposals based on the methodologies described and the completeness of the response to each item listed below. Describe in detail how the Offeror's Proposal will meet each requirement. Include personnel, timelines, methodologies, and any pertinent information that will be required to achieve full compliance with the contract.

8.1   Requirements

Describe in detail how the Proposal will fulfill the following requirements.

ITEM#	EVAL CODE	REQUIRED FEATURE
8.1.1	ME	LEAs must be able to control access to their own data. Describe how your solution allows LEAs to control their data while also allowing access by designated individuals on behalf of the Department for monitoring purposes. Describe how your solution would allow the Department to conduct file audits without conducting onsite LEA visits.
8.1.2	M	The solution must incorporate Idaho's current special education forms. These forms are available in the attached Appendix A.
8.1.3	ME	The solution must include Idaho's special education processes for documenting the required components within the IDEA (Individuals with Disabilities Education Act). This information can be found in the 2024 Idaho Special Education Manual and in the IEP Guidance Handbook.
8.1.4	ME	The solution must be able to translate static and user-entered text into non-English versions of each special education form. Identify the languages the solution can translate text into. Describe the process and give examples of translated text for user interfaces, printed drafts, and final documents.
8.1.5	ME	Describe how the solution effectively replicates Idaho's special education processes, including defined text, sequence flow, compliance checks, and overall functionality during the data entry phase. This

		should include supportive information for the user such as prompts, resource links, and tooltips.
8.1.6	ME	Describe how the solution effectively replicates Idaho's special education processes and forms when printed, resulting in a concise, easy-to-read document free of unnecessary fields, duplicative information, and spelling and grammar errors.
8.1.7	ME	The solution must allow for modifications to meet federal and state requirements. If federal or state requirements change, how much notice is required by the solution to implement changes to special education forms and/or processes? Describe the process for requesting changes and the impact on finalized and draft documents and associated data sets.
8.1.8	E	Describe the features in your solution that can be customized by the Department including non-printing prompts, links, tool tips, etc. Describe the process for requesting additional features in your solution, cost parameters, and general timeline for new development to be completed.
8.1.9	ME The score for this item will be multiplied by 2	Describe how your solution would allow the Department to create state-specific reports. Describe the standard state-specific reports included in your solution, as well as any additional or enhanced reporting options available. Describe the process for requesting a customized state-specific report, including the associated costs and the estimated timeline for the report to be ready for use within your solution.
8.1.10	ME The score for this item will be multiplied by 2	Describe how your solution enables individual LEAs to generate LEA-specific reports.
8.1.11	ME The score for this item will be multiplied by 2	Describe the standard LEA-specific reports included in your solution, as well as any additional or enhanced reporting options available.
8.1.12	ME The score for this item	Describe the process for requesting a customized LEA-specific report, including the associated costs and the estimated timeline for the report to be ready for use within your solution.

	will be multiplied by 2	
8.1.13	ME The score for this item will be multiplied by 2	Describe the additional options available for LEAs to utilize data filters, such as student rostering, batch importing, and exporting, to conduct data mining at the individual student and roster level.
8.1.14	ME The score for this item will be multiplied by 3	The solution shall facilitate the reporting of special education data contained in the system to the Idaho Department of Education's statewide longitudinal data system (ISEE) in a format specified by the Idaho Department of Education. Describe the end user's experience with generating and verifying the accuracy of this report within your solution.
8.1.15	ME	How are special education files created through the solution retained throughout each step of the IEP lifecycle; meaning all program data is archived and accessible after a student leaves special education (graduated, exited, moved to another LEA)? Identify how long archived files are available and retrievable by an LEA or the Department.
8.1.16	ME	The solution must allow for the transfer of individual student data from one LEA to another. Describe how your solution facilitates the secure transfer of individual special education files to/from LEAs using this solution as well as to/from LEAs who are not using this solution.
8.1.17	ME	LEAs may migrate to this solution from other systems. Describe the end user's experience with preparing for data migration and verifying the accuracy afterward in your solution.
8.1.18	E	Describe your solution's hierarchy for assigning roles and levels of access to authorized users. Describe your solution's ability to customize roles and access based on Department parameters.
8.1.19	E	Describe your solution's process and tools for LEAs to independently assign case managers, caseloads, and IEP team members on an individual or bulk roster basis.

8.1.20	E	The solution should be intuitive and responsive to user input. What metric(s) are used to ensure the system is responsive and efficient to minimize redundancy and user frustrations? Provide evidence of current users' satisfaction, e.g., surveys, user feedback, etc.
8.1.21	E	Describe the process for systematically gathering user input from representative of users statewide under the direction of the Department, including user groups, etc.
8.1.22	E	Describe how the solution allows for new annual IEPs or new amendments to start with a copy of the previous IEP, including any amendments, based on defined state policy and/or criteria?
8.1.23	M	Does the solution automatically populate fields like student name and demographic information in a record across other documents within the student file; meaning that the user only needs to enter the data once, and the same fields on different forms will auto-populate?
8.1.24	ME	The solution fields and text boxes should be dynamic and expandable, allowing for the entry of large amounts of text when needed. The printing of documents should not be negatively impacted when large amounts of text have been entered (e.g., text should not be stretched or cut off, or otherwise decrease the readability of the printed document).
8.1.25	ME	Describe how your solution allows for rich text formatting including graphs, templates, charts and other sources to be embedded within a document or appended to a student record.
8.1.26	ME	Describe how your solution incorporates any validation, compliance triggers, and/or alerts to the user if a step in the special education process is missed or out of sequence.
8.1.27	E	Describe any spelling or grammar checks built into, or available in, the solution.
8.1.28	E	Describe the solution's features for auto-saving and manual saving of partially completed and completed files, documents, and processes, including whether partially completed processes be printed or deleted (if started in error).
8.1.29	E	Describe how your solution supports print preview of forms and what functionality is available during the preview.
8.1.30	E	Describe how your solution supports individual and batch printing at the student and roster level across document types.

| 8.1.31 | ME | The user session must time out after a period of inactivity. Describe any inactivity warnings built into the solution.

Does your solution cause eventual screen timeout (with data saved) to prevent unauthorized viewing or editing when records are left open by interrupted case managers?

What length of time until the session expires? |
|---|---|---|
| 8.1.32 | ME | Describe how your solution allows multiple users simultaneous access to the same student record. |
| 8.1.33 | E | Describe how the solution enables multiple users to edit documents simultaneously and merge their edits without losing any changes.

Describe how the solution alerts users when multiple people are working on the same document at the same time. |
| 8.1.34 | E | Describe how your solution archives inactive files. Can these be reactivated? If so, by whom and under what constraints? |
| 8.1.35 | ME | Describe how your solution provides warnings/alerts to IEP case managers of upcoming timelines (annual review warnings, reevaluation warnings, etc.).

Provide details on what alerts are available and how they are delivered to users. |
| 8.1.36 | E | Describe how your solution provides a feature which summarizes key document parts for display and printing (e.g., IEP At a Glance, IEP Snapshot). |
| 8.1.37 | E | Describe how your solution provides resources, notifications, and user interface options for parents. |
| 8.1.38 | ME | Describe how your solution will perform quality assurance checks on the identified components of a fully implemented system at the LEA level.

Additionally, explain how the collected data from these checks will be communicated to the Idaho Department of Education including a plan for addressing any gaps in the LEA's full implementation of the solution. (e.g., setting up accurate LEA calendars, progress report dates, etc.). |

8.2   Professional Development: Implementation & Technical Assistance

Describe how the Solution will provide professional development with the following required features. Provide detailed evidence in the format provided below.

ITEM#	EVAL CODE	REQUIRED FEATURE
8.2.1	ME	The solution must provide professional development/training to support statewide implementation, ongoing training, and retraining at least annually. Describe your on-demand training options available for new user accounts (contractors, outreach providers, etc.).
8.2.2	ME	The solution must provide a training environment such as a separate sandbox or access to dummy system and staging accounts. Describe your solution's ability to provide staging accounts for training and use of example "dummy" accounts and data such as "John/Jane Doe" student records.
8.2.3	ME	Training resources must be available, accessible, and inclusive. Describe any accessibility features such as closed captioning available to meet the accessibility needs of a wide audience.
8.2.4	ME	Describe any step-by-step tutorials and the various formats used (recorded, live on-demand, printed) for commonly used features. Describe any training in different formats such as digital recordings, PDF, Word, etc. Can end users print the solution's training documents?
8.2.5	E	Describe any online knowledge base or FAQs as a means of self-support.
8.2.6	ME	Direct customer service support must be provided from 7:00 AM to 6:00 PM MST. What hours and what type of customer support are available?
8.2.7	E	Provide metrics used to measure customer support such as average response time, time on hold, case remedy, fixes and/or system changes, etc.

8.3   Minimal Technical Specifications

Respond as to whether the Solution meets the following technical specifications.

ITEM #	EVAL CODE	DESCRIPTION
8.3.1	M	The solution must be capable of being fully hosted by the vendor.
8.3.2	ME	Identify the cloud provider and database used for hosting. Describe the resiliency and redundancy provided with your solution.
8.3.3	ME	The solution must be scalable and tested to meet peak demands. Describe the expected transactional response time.
8.3.4	E	Provide an overview of the number of states, LEAs, and students currently supported by this software solution.
8.3.5	E	The solution should have minimal additional requirements, including plugins, browser extensions, and packages. If any of these are necessary, list each required item along with its purpose and functionality.
8.3.6	ME	The solution must concurrently support access by all necessary special education personnel.
8.3.7	ME	The solution must allow for access by diverse client devices. Describe how the solution will offer multi-platform support for users (e.g. laptop, iPad, mobile device). What are the device hardware and software requirements for each? Specify which platforms or devices are not compatible.
8.3.8	M	The solution must support modern browsers (e.g., Edge, Chrome, Firefox, Safari, etc.), and future updates to those browsers within 45 days.
8.3.9	ME	The solution must support the Americans with Disabilities Act (ADA) section 508 compliance found at: http://www.dol.gov/dol/topic/disability/ada.htm What levels of WCAG compliance are met by the solution? How will future updates or changes to the solution impact compliance with accessibility guidelines?
8.3.10	ME	The solution must offer a dependable method for protecting and retrieving data in the event of a system failure. Describe the backup and recovery process, including how frequently the database is backed up. Additionally, clarify whether end users can restore data themselves or if they must contact support for assistance with the solution.
8.3.11	ME	The solution must protect the security and privacy of data in the system.

		Describe any processes, tools, or controls used to protect data during transmission, use, and at rest such as firewalls, encryption, Intrusion Prevention Systems, or other security measures.
8.3.12	ME	To ensure the protection and privacy of student data, the solution must adhere to various federal and state requirements including, but not limited to, FERPA and Idaho's Student Data Privacy Act https://legislature.idaho.gov/statutesrules/idstat/title33/t33ch1/sect33-133/ Additional requirements for the protection of student data are set forth in policy by the State Board of Education Data Management Council: https://boardofed.idaho.gov/board-facts/board-committees/data-management-council-dmc/ Describe how your solution will protect Idaho's student data and adhere to these requirements and any other applicable legal requirements and ensure only users with legitimate educational interest to access student files which may contain personally identifiable information about students. Vendor agrees that student data will not leave the United States.
8.3.13	M	The solution must provide a reliable authentication mechanism which controls access to the system by validating each user (e.g. user-ID/password) at the start of each session.
8.3.14	M	Users must have individual and unique credentials.
8.3.15	E	Describe how the solution allows individual users to manage, reset and recover their own passwords.
8.3.16	ME	The system must store user authentication credentials in an encrypted format. Describe the solution's encryption method and any industry security standards followed.
8.3.17	ME	The solution must be able to enforce Multi-Factor Authentication (MFA). Describe the measures in place to secure system access such as password complexity, password expiration, etc. Describe the user-configurable options such as MFA methods and timeframes.
8.3.18	ME	The system must log unauthorized access attempts.

		Describe how the system would log unauthorized access attempts.
8.3.19	E	From a security perspective, provide detailed information and examples of user auditing, access reports, change logs, and usage reporting. Additionally, specify the levels at which these are completed, such as district, building, administrator, and teacher.
8.3.20	M	Solution technical assistance and support must only be provided by the contractor or an Idaho Department of Education approved subcontractor.
8.3.21	E	The solution should be available to users 24 hours a day, 7 days a week, 365 days a year. What is the availability for the proposed solution including estimated uptime/downtime metrics?
8.3.22	ME	The solution must respond to requests for technical support in a timely manner. Describe how your solution will provide timely support, including response times, means of contact, escalation strategies and any tiers of support.
8.3.23	M	Technical support, licensing fees, upgrades and patches must be included in the annual solution fee.
8.3.24	ME	The solution needs to support hierarchy and role-based security. Describe how the solution would support a statewide implementation for schools, LEA, and the Idaho Department of Education.
8.3.25	ME	How are user accounts created, maintained, deactivated? Describe any manual processes and any automated tools such as API's that can streamline this process. Describe how the solution allows for the rostering of students and staff. Describe how groups can be uploaded to apply role-based access.
8.3.26	ME	The solution must keep the student data records available as long as the system is in use by the LEA.
8.3.27	M	The solution must allow for both a required state EDUID (Student Educational Unique Identification Number) number and an optional LEA local ID for students.
8.3.28	ME	The solution must allow for the import of data from other systems. What data may be imported and which file formats are supported?
8.3.29	ME	LEAs may be migrating to this solution from other systems.

		Describe how your solution would allow for data migration from other IEP systems.
		Your solution must provide a path to migrate data.
8.3.30	ME	The solution must provide alerts with details after each import cycle (e.g., successful, failed).
		Describe how the alerts can be customized at the LEA level.
8.3.31	ME	The solution must allow for the export of data to other systems.
		What data may be exported and which file formats are supported?
8.3.32	E	Describe any API's and automated integrations that would allow LEAs to integrate this solution with other systems such as Student Information Systems, Instructional Management Systems or Learning Management Systems.
		Describe any industry standards or formats supported by your solution including but not limited to OneRoster, SIF, Ed-Fi, etc.
		Clearly describe which type of data can flow between the systems and in which direction (e.g. demographic data).
		Describe how the solution allows for uploading and downloading data securely, such as through a secure file transfer protocol (SFTP).
8.3.33	ME	The solution shall facilitate the reporting of special education data contained in the system to the Office of the State Board of Education's (OSBE's) statewide longitudinal data system (ISEE) in a format specified by OSBE.
		If reporting requirements change, the vendor shall modify solution to meet the changes within a timeframe not to exceed 60 days, unless mutually agreed upon in writing. All changes must be in place prior to mandatory reporting windows.
8.3.34	M	The solution must support reporting to the legacy ISEE SLDS using the existing flat-file .csv reporting format.
		The solution must also provide near-real-time ISEE reporting using APIs to the new ISEE data system currently under development.
8.3.35	E	The solution should be intuitive and responsive to user input.

		What metric(s) are used to ensure the system is responsive and efficient.
8.3.36	ME	In the event of a confirmed data breach—meaning that data has been accessed or obtained by unauthorized individuals—the solution is required to notify the LEA and the Idaho Department of Education within 24 hours.
		The solution must comply with all relevant Idaho and federal laws concerning breaches of staff and student data. This includes providing a written incident response plan that aligns with industry standards and complies with both federal and Idaho laws.
8.3.37	ME	The solution must support Single Sign On (SSO) to streamline user authentication and enhance security.
		SSO should allow users to log in once and gain access to multiple related systems without being prompted to log in again.
		Describe the local account access when the SSO is not available or in the case of an SSO failure.
8.3.38	E	Identify what identity managers/authentication providers your proposed solution integrates with, such as: Azure Active Directory (Azure AD), Google, Clever, Identity Automation, and Classlink, etc.
8.3.39	E	Identify the systems the solution has existing integrations with, such as Learning Management Systems (LMS) and Student Information Systems (SIS).
		Describe the solution's level of integration with each system.
8.3.40	M	No student data may be used in the training of public AI.
8.3.41	ME	Describe any integrated uses of AI within the solution. This includes the use of data provided by the LEA for training, data analysis, or content generation.
		All data utilized must comply with federal and state laws, including but not limited to FERPA and IDEA.

9. COST PROPOSAL AND BILLING PROCEDURE

9.1   (ME) Cost Proposal

Use the format established in Attachment 4 to respond to the RFP Cost Proposal. Title the document as "Cost Proposal – 25-5046 Optional Statewide e-IEP System– Offeror Name." The Cost Proposal must be submitted as a separate document to the Technical Proposal. Altering the format of Attachment 4 may result in a finding that the Proposal is non-responsive.

The Offeror must provide a fully burdened rate, which must include, **but not be limited to**, all operating and personnel expenses, such as: overhead, salaries, administrative expenses, profit, and supplies.

9.2   Billing Procedure

The Contractor must provide a signed invoice upon the Department's acceptance of each line item. The invoice must be submitted no later than thirty (30) calendar days after acceptance. No invoice shall be accepted or paid without receipt of required documentation. Invoices submitted without the required documentation will be returned to the Contractor for resubmission.

The Contractor must provide the following information with each invoice:

9.2.1   Idaho Department of Education contract number
9.2.2   Identification of the billing period.
9.2.3   Total dollar amount billed for the billing period.
9.2.4   Detailed description of services/products provided and associated number of hours/dollar amounts, as appropriate.
9.2.5   Name of the Contractor's authorized individual/contact information.

10. PROPOSAL REVIEW, EVALUATION, AND AWARD

The Department's objective in soliciting and evaluating Proposals is to ensure the selection of an Offeror that will produce the best possible results for the funds expended.

10.1 Overview

10.1.1 All Proposals will be reviewed first to ensure that they meet the Mandatory Submission Requirements of the RFP as addressed in Sections noted with an (M) or (ME). Any Proposal not meeting the Mandatory Submission Requirements will be found non-responsive.

10.1.2 Evaluation Criteria

Technical Proposal:

Mandatory Submission Requirements	Pass/Fail
Business Information (Section 6)	100 points
Organization and Staffing (Section 7)	100 points
Scope of Work - Project Approach (Section 8)	500 points
Oral Presentations/Demonstrations	250 points
Cost Proposal (Attachment 4)	250 points
Total Points	**1,200 points**

10.2 Technical Proposal

10.2.1 The Technical Proposal will be reviewed first on a "pass" or "fail" basis to determine compliance with those requirements listed in the RFP with an (M) or (ME). All Proposals determined by the Department, at its sole discretion, to be responsive in this regard will continue in the evaluation process outlined in this Section.

10.2.2 The Technical Proposal will be evaluated and scored utilizing one or more Technical Proposal Evaluation Committees.

10.2.3 The scores for the Technical Proposal will be normalized as follows:

The proposal with the highest raw technical score will receive all available Technical Points: 700 points. Other proposals will be assigned a portion of the maximum available points, using the formula:

700   X   <u>raw score of Technical Proposal being evaluated</u>
                     highest raw technical score.

10.3 Oral Presentations/Product Demonstrations

10.3.1 At the Department's discretion, Offerors with the highest raw scores after the evaluation of the Technical Proposal is complete, may be asked to make oral presentations or product demonstrations. If presentations or demonstrations are conducted, they will be mandatory for all invited Offerors.

10.3.2 The scores for Oral Presentations/Product Demonstrations will be normalized as follows:

The Oral Presentation/Product Demonstration with the highest raw score will receive all available Oral Presentation/Product Demonstration Points: 250 points. Other proposals will be assigned a portion of the maximum available, using the formula:

250   X   <u>raw score of Presentation/Demonstration evaluated</u>
                     highest raw Presentation/Demonstration score.

10.4 Cost Proposal

10.4.1 If Oral Presentations/Product Demonstrations are conducted, the Cost Proposal will be opened and evaluated only for the Offerors who are invited to and provide Oral Presentations/Product Demonstrations. If Oral Presentations/Product Demonstrations are not conducted, the Cost Proposal from every Offeror that is responsive up to this point will be opened and evaluated.

10.4.2 The scores for the Cost Proposal will be normalized as follows:

The Cost Proposal with the lowest overall Total Cost will receive all available Cost Points: 250 points. Other Proposals will be assigned a portion of the maximum score using the formula:

$$250 \quad X \quad \frac{\text{lowest overall Total Cost}}{\text{overall Total Cost being evaluated.}}$$

10.5   Award and Offeror Discussions

The Department may, at its sole option, either accept an Offeror's initial proposal by award of contract or enter into discussions with Offerors whose proposals are deemed to be reasonably susceptible of beingconsidered for award. Discussions with individual Offerors (including the utilization of one or more roundsof "Best and Final Offer" and/or Negotiations) may be conducted. NOTE: Offerors should submit their best proposals initially, as there is no guarantee that the Department will conduct any discussions. The Department may, in its best interest, elect to award the contract to or enter into discussions with the apparent responsive, responsible Offeror whose Proposal receives the highest number of total normalized points.

10.6   Responsibilities

The RFP Lead may, at the Department's sole discretion, require the apparent high point Offeror to provide documentation to demonstrate its responsibility. The RFP Lead may request documentation including, but not limited to, credit or financial reports and references. Failure to provide requested documentation may result in the Offeror being deemed non-responsible. Nothing herein shall prevent the Department from using other means to determine the Offeror's responsibility.

10.7   Notification of Intent to Award Contract/Awarding of Contract/ Reconsideration

Award of Contract will be made to the responsive, responsible Offeror whose Proposal receives the highest number of total normalized points. The Department will notify all Offerors by email of its intent to award a contract and of the evaluation scores. If the selected offeror does not enter into a contract within ninety (90) days of notification, the Department may withdraw the award from that offeror and award the contract to the offeror ranked second in the evaluation process. Within five (5) working days from the date of intent to award a contract, the responsive, responsible Offerors may submit a request for reconsideration in writing to the RFP Lead. The request shall specifically state the exact

basis for reconsideration. The Superintendent of Public Instruction will review the request and, at her sole discretion, issue a written response to the request.

ATTACHMENT 1 - OFFEROR QUESTIONS

PLEASE DO NOT IDENTIFY YOUR NAME OR YOUR COMPANY'S NAME OR PRODUCT NAMES OF INTELLECTUALPROPERTY IN YOUR QUESTIONS.

ADD ROWS BY HITTING THE TAB KEY WHILE WITHIN THE TABLE AND WITHIN THE FINAL ROW.

The following instructions must be followed when submitting questions using the question format on the following page.

1. DO NOT CHANGE THE FORMAT OR FONT. Do not bold your questions or change the color of the font.

2. Enter the RFP section number that the question is for in the "RFP Section" field (column 2). If the questionis a general question not related to a specific RFP section, enter "General" in column 2. If the question is in regard to a provision of the Idaho Department of Education General Terms and Conditions or any special terms and conditions, state the clause number in column 2. If the question is in regard to an attachment, enter the attachment number (example "Attachment 2") in the "RFP Section" (column 2), and the attachment page number inthe "RFP page" field (column 3).

3. Do not enter text into the "Response" field (column 5). This is for the Department's use only.

4. Once completed, this form is to be e-mailed to the RFP Lead at mailto:solicitations@sde.idaho.gov. The e-mail subject line is to state the RFP number followed by "Questions."

Question	RFP Section	RFP Page	Question	Response
1				
2				
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ATTACHMENT 2 – (M) COVER FORM

The Cover Form must be completed, signed, and submitted with your Proposal. Failure to complete and submit this form may result in your Proposal being deemed non-responsive.

Instructions: Include the following information: Offeror's company name, mailing address, phone number, fax number, e-mail address, and name of Offeror's authorized signer. The cover form must include the RFP Number and Title and must be signed by an individual authorized to commit the Offeror to the contents of the Proposal.

Requirement	Response
Offeror's corporate or other legal entity status	☐ Corporation ☐ Limited Liability Corporation (LLC) ☐ Limited Liability Partnership ☐ Sole Proprietorship ☐ Other (specify)
Offeror's Tax Identification Number	EIN:
Offeror's DUNS Number	DUNS:
Is Offeror a legal entity with the legal right to contract?	☐ Yes ☐ No
Other than modifications/exceptions identified on Attachment 2, does Offeror accept, and is Offeror willing to comply with, the requirements of this RFP and attachments, including but not limited to those identified in the Idaho Department of Education General and Special Terms and Conditions?	☐ Yes ☐ No
Is Offeror in compliance with applicable equal employment regulations?	☐ Yes ☐ No
Does Offeror affirm that it has not employed any company or person other than a bone fide employee working solely for the Offeror or a company regularly employed as its marketing agent, to solicit or secure the Contract, and that it has not paid or agreed to pay any company or person, other than a bone fide employee working solely for the Offeror or a company regularly employed by the Offeror as its marketing agent, any fee, commission, percentage,	☐ Yes ☐ No

brokerage fee, gifts, or any other consideration contingent upon or resulting from the award of the Contract.?	
Does Offeror understand and agree that for breach or violation of the above term, the State has the right to annul the Contract without liability or, in its discretion, to deduct from the offered price the amount of any such fee, commission, percentage, brokerage fee, gifts, or contingencies.	☐ Yes ☐ No
Firm(s) and/or staff responsible for writing the Proposal	Names:
Does Offeror affirm that it is not currently suspended, debarred, or otherwise excluded from federal or state procurement and non-procurement programs? Note: vendor information is available at https://sam.gov.	☐ Yes ☐ No
Does the Offeror affirm that the Proposal will be firm and binding for ninety (90) calendar days from the Proposal opening date?	☐ Yes ☐ No
Does Offeror warrant that it does not knowingly and willfully employ persons who cannot legally work in this country; and that Offeror takes steps to verify that it does not hire persons who have entered our nation illegally or cannot legally work in the United States; and that any misrepresentation in this regard or any employment of persons who have entered our nation illegally or cannot legally work in the United States constitutes a material breach and will be cause for the imposition of monetary penalties up to five percent (5%) of the Contract price, per violation, and/or termination of the Contract?	☐ Yes ☐ No

Signed By: _____

Printed Name: _____

Date: _____

ATTACHMENT 3 – (M) SIGNATURE PAGE

<u>Signatures.</u> Unless otherwise stated above, this Agreement is effective on the date of last signature:

Contractor's Legal Business Name		
Contractor's Authorized Representative's Printed Name	Title	
Signature		Date

Department of Education Authorized Representative's Printed Name	Title	
Signature		Date

ATTACHMENT 4 – (ME) COST PROPOSAL

The offeror shall submit this Cost Proposal as a separate document labeled as "Cost Proposal – 25-5046 Optional Statewide e-IEP System– Offeror Name." The Cost Proposal must be separate from the Technical Proposal and all other documents submitted with the response. Along with this Cost Proposal, please provide an itemized breakdown to support your costs.

DESCRIPTION	FULLY BURDENED COST
Year 1 Service	$
Year 2 Service*	$
Year 3 Service*	$
Year 4 Service*	$
Year 5 Service*	$
Total 5-Year Cost	$

*optional renewal years

Contractor's Legal Business Name	
Phone:	Email:
Contractor's Authorized Representative's Printed Name	Title
Signature	Date

APPENDIX A – SPECIAL EDUCATION FORMS

For access to the relevant forms, please email Maddie Rice at [mrice@sde.idaho.gov.](mailto:mrice@sde.idaho.gov)

    i. Access Log
    ii. Affirmation Consultation Private School Officials Parents
    iii. Authorization for Exchange of Confidential Information
    iv. Behavior Intervention Plan
    v. Consent for Assessment
    vi. Consent to Bill Medicaid
    vii. Consent to Invite Transition Agency Personnel
    viii. Contact Log
    ix. Crisis Plan
    x. Determination of Need for Surrogate Parent
    xi. Eligibility Report (All-In-One)
    xii. Functional Behavior Assessment Form
    xiii. IEP Form (All-In-One)
    xiv. Individualized Distance Learning Plan Fillable Form Home Hospital
    xv. Individualized Distance Learning Plan Fillable Form Hybrid Remote
    xvi. Invitation to a Meeting
    xvii. Manifestation Determination
    xviii. Parent Notification of General Education Instruction Intervention
    xix. Referral to Consider Special Education Evaluation
    xx. Request for Input
    xxi. Service Plan
    xxii. SLD Initial Evaluation with CFRs Fillable Non-Restricted Final
    xxiii. SLD Reevaluation with CFRs Fillable Non-Restricted Final
    xxiv. Special Education Reevaluation Consideration
    xxv. Student Invitation to a Meeting
    xxvi. Summary of Performance
    xxvii. Team Member Excusal
    xxviii. Written Notice
    xxix. Written Notice for Discontinuation of Services
    xxx. Written Notice Use of Public Benefits