



New Hampshire

# Department of Education



**STATE OF NEW HAMPSHIRE**

**DEPARTMENT OF EDUCATION (NHDOE)**

**Nita M. Lowey 21st Community Learning Centers Program (21st CCLC)**

**Title IV, Part B**

**Data Management System**

**Request for Proposal (RFP) 2021-2026**

**Published: January 7, 2021**

**Application Due date: January 21, 2021**

## Section 1 – Overview and Schedule

### A. Executive Summary

The New Hampshire Department of Education (NHDOE) is charged with ensuring afterschool data is of the highest quality possible to drive effective and efficient implementation of the 21st Century Community Learning Centers (21st CCLC) program. In order to best serve grantees, many of whom are local education agencies (LEAs) and community based organizations (CBOs), it is imperative that NHDOE provide a platform for effective and efficient data collection, analysis, and subsequent program improvements. The provision of a data management system for all 21st CCLC programs is needed to 1) provide grantees a user-friendly interface that facilitates the collection of student-level data, 2) aligns to NHDOE 21st CCLC programmatic requirements, and 3) is an effective platform from which NHDOE may pull data that must be reported to the U.S. Department of Education (USED) via the federal 21st CCLC Annual Performance Report system (21APR).

### B. Schedule

The following table provides a schedule of events for this RFP through contract finalization and approval. The agency reserves the right to amend this schedule at its sole discretion and at any time through a published addendum.

EVENT	DATE	LOCAL TIME
RFP Released to Proposers (Advertisement)	1/7/2021	3:00PM
Proposer Inquiry Period Ends	1/14/2021	3:00PM
Final Agency Responses to Proposer Inquiries	1/18/2021	3:00 PM
Proposers Submit Proposals	1/21/2021	3:00 PM
Estimate Timeframe for Proposer Oral Presentations and Interviews	TBD	TBD
Estimated Notification of Selection and Begin Contract Negotiations	TBD	TBD

## Section 2 - Description of Agency/Program Issuing the Request for Proposals

The Nita M. Lowey 21st Century Community Learning Centers (21st CCLC) program is a federal program funded under Title IV, Part B of the Elementary and Secondary Education Act (ESEA) as amended by the Every Student Succeeds Act (ESSA). This federal funding stream focuses on out of school time programming for expanded academic enrichment opportunities for children attending high poverty schools. Tutorial services and academic enrichment activities are designed to help students meet local and state academic standards in subjects such as reading and math. In addition, programs may provide youth development activities, drug and violence prevention programs, technology education programs, art, music, recreation, counseling, and character education to enhance the academic component of the program.

NH 21st CCLC programs are in need of an online data collection system to collect and organize information regarding program enrollment and attendance, program offerings, academic performance, teacher surveys, as well as the goals and performance information required for the federal 21APR. In addition to facilitating the collection of data required for state and federal reports, there are many features that will need to support daily program function including the ability to keep attendance in-person/virtually, registrations, hours of operations, creation of program activities, surveys, student assessments, success stories, create sign in/out sheets, calendars, site staffing, bus lists, program document storage, mailing labels, as well as tracking fees, record payments, and generate invoices, etc.

## Section 3 – Proposed Scope of Work

The scope of work is to provide the following elements:

- Technical support in creating the federal 21APR reports.
- Extracting data from the grantee database for preparing the 21APR reports.
- Maintaining the grantee database to synchronize with changes made by the USED (21st CCLC and 21APR).
- Enter data from the grantee database generated APR into the 21APR system/Tactile Systems three times per year as required by the USED for all centers in the State.
- Providing online access for stakeholders to complete the required 21st CCLC federal surveys via direct email and importation of those responses into the grantee database to fulfill 21APR requirements.
- Preparation of data validations implemented by 21APR.
- Running of scripts to convert grantee test data to proficiency levels required by 21APR.
- Maintenance of grantee data for federal reporting.
- Providing a state level interface for NHDOE to administer grantees.
- Providing state level interface to extract reports and evaluate program data and for monitoring grantees and programs.
- Providing commercially reasonable efforts to make the services available on a twenty-four hours per day, seven days per week basis.
- Providing technical support on the state and grantee database; maintenance of evaluation reports.
- Development of user-friendly training manuals.
- Assisting with the administration of the grantee database (test & proficiency setup, edit/drop/delete grantees/sites etc.).
- Extraction of ‘regular attendee reports’ with varying criteria of attendance by site.
- Transferring of information including staff and site setup.
- Providing cross year reports for evaluating grantees prior to awarding new grants.
- Creating custom reports spanning multiple years on request.
- Setup of grantee database for new school year and program year.

## Section 4 – Process for Submitting a Proposal

### A. Proposal Submission, Deadline, and Location Instructions

Proposals submitted in response to this RFP must be received by the NHDOE, no later than the time and date specified in the schedule section, herein. Proposals are to be submitted electronically in email format as a PDF. If your RFP is too large for a single email, you may divide the RFP into as many sections as needed to email. Be sure the documents are clearly named, for example; company name and section 1 of 3. Email your proposal to Emily Fabian at [Emily.A.Fabian@doe.nh.gov](mailto:Emily.A.Fabian@doe.nh.gov).

Unless waived as a non-material deviation in accordance with Section 6B, late submissions will not be accepted and will be returned to the proposers unopened. The time of receipt shall be considered when a proposal has been officially received via email by the agency, in accordance with its established policies, as having been received at the email address designated above.

All proposals submitted in response to this RFP must consist of at least:

Two electronic (email) copies of the proposal as a PDF, one with all confidential information fully redacted and one without all confidential information fully redacted, as provided for in Section 7E of this RFP.

Proposers who are ineligible to bid on proposals, bids or quotes issued by the Department of Administrative Services, Division of Procurement and Support Services pursuant to the provisions of RSA 21-I:11-c shall not be considered eligible for an award under this proposal.

## **B. Proposal Inquiries**

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be submitted via email to the following RFP designated points of contact:

To: Emily.A.Fabian@doe.nh.gov

Inquiries must be received by the agency's RFP points of contact no later than the conclusion of the proposer inquiry period (see schedule of events section, herein). Inquiries received later than the conclusion of the proposer inquiry period shall not be considered properly submitted and may not be considered.

The agency intends to issue official responses to properly submitted inquiries on or before the date specified in the schedule section, herein; however, this date is subject to change at the agency's discretion. The agency may consolidate and/or paraphrase questions for sufficiency and clarity. The agency may, at its discretion, amend this RFP on its own initiative or in response to issues raised by inquiries, as it deems appropriate. Oral statements, representations, clarifications, or modifications concerning the RFP shall not be binding upon the agency. Official responses by the agency will be made only in writing by the process described above. Vendors shall be responsible for reviewing the most updated information related to this RFP before submitting a proposal.

## **C. Restriction of Contact with Agency Employees**

From the date of release of this RFP until an award is made and announced regarding the selection of a proposer, all communication with personnel employed by or under contract with the agency regarding this RFP is forbidden unless first approved by the RFP points of contact listed in the proposal inquiries section, herein. Agency employees have been directed not to hold conferences and/or discussions concerning this RFP with any potential contractor during the selection process, unless otherwise authorized by the RFP Points of Contact. Proposers may be disqualified for violating this restriction on communications.

## **D. Validity of Proposal**

Proposals must be valid for 14 days following the deadline for submission of proposals in schedule of events, or until the effective date of any resulting contract, whichever is later.

## **Section 5 - Content and Requirements for a Proposal**

Proposals shall follow the below format and provide the required information set forth below, *proposals are asked to create a separate document with answers to each below category:*

### **1. General Information**

- a. Please provide a brief history of your agency's experience with 21st CCLC programming and/or experience with education data, building data bases, extracting data, also including the

number of years of experience in working with 21st CCLC-funded programs or similar systems/databases.

- b. Please provide a list of all full-time staff members who will be assigned to this project, include the names and professional backgrounds of each. As well, please identify which management staff that would directly handle this account and their length of tenure with the agency and the roles they perform.
- c. Please provide a description of your organization's capacity to host the entirety of the proposed data management system.
- d. What security measures and protocols are included in the proposal, such as encryption, to ensure student data is secure?

## **2. Financial Information and References**

- a. Please provide an overview of your organization's billing process.
- b. Please include examples from other states where your organization provides 21st CCLC data management services and/or similar systems/databases. Please provide three SEA references.
- c. Please provide your price proposal for contracted services.

## **3. Project Plan, Testing and Support**

- a. Please provide an overview of your organization's customer service model, processes, timelines, and procedures. Please specify what supports are available to NHDOE staff in addition to local 21st CCLC program staff and local program evaluators. What ongoing supports are available to the client on an as-needed basis?
- b. Provide a comprehensive statewide training plan for NHDOE staff in addition to local 21st CCLC program staff and local program evaluators. Please specify the format in which in-person and web-based trainings will be delivered and the proposed number of trainings. Please provide examples of similar project launches in other states for the 21st CCLC program and/or similar systems/databases. Please include a proposed training timeline.
- c. Provide a description of the following aspects of your data management system:
  - i. Describe how your data management system will allow for the generation of a data dashboard for local programs. Describe how your data management system will allow for a customizable data dashboard for local programs to easily ensure data quality and accuracy?
  - ii. Describe the alignment between your data management system and the US Department of Education's 21APR data reporting portal, including all 21APR-required data elements captured by your data management system.
  - iii. Describe the ability of NHDOE staff to generate reports that are able to subsequently be uploaded to the 21APR system for SEA-level reporting. Does your organization offer the ability to upload state-level reports to the 21APR system?
  - iv. Describe the ability of local evaluators, and local program staff to generate reports on required data elements within the data management system. How are reports created?
  - v. Describe the ability of local programs to customize the system to meet the unique needs of their program. What specific elements allow for customization?
  - vi. How many accounts are available for SEA, local evaluators, and local program staff? Does your system allow for unlimited numbers of accounts?
  - vii. Is there ongoing customer service available to SEA and local program staff? If so, please detail the level of support available.

- viii. Describe the methodology that will be used to test the data management system proposed. The state recommended standard methodology includes, Unit Testing, System Testing, Conversion /Migration Validation Testing, Installation Testing, User Acceptance testing, Regression Testing and Security Testing.
- ix. Describe the testing tools and methodologies used for testing the security of the data management system and hosting environment. How can you ensure the security and confidentiality of the state data collected on the system? Describe encryption testing - supports the encoding of data for security purposes, and for the ability to access the data in a decrypted format from required tools.
- x. Hosting Requirements:
  - A. The State requires the Service provider to use web services exclusively to Interface with the State of New Hampshire's Data in near Real-Time when possible. Describe any client software or plug-in downloads that may be required.
  - B. ***It is preferred the service provider's relevant Data Center(s) are certified to the Federal Information Security Management Act (FISMA) level 3 ATO4 and/or Federal Risk and Authorization Management Program (FedRAMP) CSP5, and have independent annual SOC 2 Type 2 audits performed.***
    - 1. Provide Certifications and latest audit of the Data Center(s) being used in the Solution offered.
    - 2. If Certifications and audits cannot be provided the service provider will be required to implement and maintain appropriate administrative, technical and organizational security measures to safeguard against unauthorized access, disclosure or theft of Personal Information and Non-Public Information. Such security measures must be in accordance with recognized industry practices such as in the National Institute of Standards and Technology (NIST) Controls 800-53 Rev 4 where applicable. Describe controls including but not limited to:
      - a. Data storage, Data Encryption, Data destruction, Data location, Data handling,
      - b. Business continuity and disaster recovery plan,
      - c. Security incident or Data Breach notification,
      - d. change control and maintenance,
      - e. patching and upgrades
    - 3. Describe how the Vendor will ensure all hardware and Software components of the Vendor Hosting infrastructure will be fully supported by their respective manufacturers at all times. All critical patches for Operating Systems, Databases, web services, etc., shall be applied within sixty (60) days of release by their respective manufacturers.
- xi. Is the proposed application considered Open Source Software?
- xii. Describe the degree to which the proposed Solution meets the requirements of RSA chapter 21-R:10, 21-R:11, 21-R:13. <http://www.gencourt.state.nh.us/rsa/html/i/21-r/21-r-mrg.htm>
- xiii. Describe how your company will provide support and maintenance for the platform once the platform is implemented.
- xiv. Complete the IT Requirements Spreadsheet attached as Appendix B.

## Section 6 – Evaluation of Proposals

### A. Criteria for Evaluation and Scoring

Each proposal will be evaluated and considered with regard to the following criteria:

If the agency, determines to make an award based on these evaluations, the agency will notify the selected proposer. Should the agency be unable to reach agreement with the selected proposer during contract discussions, the agency may then undertake contract discussions with the next preferred proposer and so on, or the agency may reject all proposals, cancel this RFP, or solicit new proposals under a new acquisition process.

The agency will use a scoring scale of 100 points, a maximum of 80 points awarded based on the proposal categories, a maximum of 20 points awarded for the price proposal, which will be distributed as set forth in the table below:

PROPOSAL CATEGORY	MAXIMUM POINTS	POINTS
1. General Information		25
2. Financial Information and References		15
3. Project Plan, Testing and Support		<u>40</u>
		80
PRICE PROPOSAL POTENTIAL MAXIMUM POINTS		20
TOTAL POTENTIAL MAXIMUM POINTS AWARDED		100

The agency will select a proposer based upon the criteria and standards contained in this RFP and from applying the weighting in this section. Oral interviews and reference checks, to the extent they are utilized by the agency, will be used to refine and finalize scores.

### B. Planned Evaluations

The agency plans to use the following process:

1. Initial screening to ensure that the proposals are in compliance with submission requirements;
2. Preliminary evaluation of the proposals;
3. Oral interviews and product demonstrations (if necessary);
4. Final evaluation of qualifications and experience and scoring;
5. Select the highest scoring proposer and begin contract negotiation.

### C. Initial Screening

The agency will conduct an initial screening step to verify proposer compliance with the qualifications and experience submission requirements set forth in the RFP and the minimum content set forth in Section 5 of this RFP. The agency may waive or offer a limited opportunity to cure immaterial deviations from the RFP requirements if it is determined to be in the best interest of the state.

## **D. Preliminary Scoring of Proposals**

The agency will establish an evaluation team to initially score the proposals. This evaluation team will review the proposals points awarded based on the proposal categories and given a preliminary score out of 80 points under the guidelines set forth in Section 6 A. Criteria for evaluation and scoring. Proposers are advised that this is not a low bid award and that the scoring of the price proposal will be combined with the scoring of the proposal categories to determine the overall highest scoring proposer. Should a proposer fail to achieve 60 points in the preliminary scoring, it will receive no further consideration from the evaluation team.

Note: The following formula will be used to assign points for costs:

Proposer's Price Score = (Lowest Proposed Price/Proposer's Proposed Price) x Number of Points for Score

## **E. Oral Interviews and Product Demonstrations**

If the agency determines that it is appropriate, proposers may be invited to oral interviews and/or product demonstrations including demonstrations of any proposed automated systems or technology components. The agency retains the sole discretion to determine whether to conduct oral interviews, with which proposers; and the number of interviews. Proposers are advised that the agency may decide to conduct interviews with less than all responsive proposers.

The purpose of oral interviews and product demonstrations is to clarify and expound upon information provided in the written proposals. Proposers are prohibited from altering the basic substance of their proposals during the oral interviews and product demonstrations. The agency may ask the proposer to provide written clarifications of elements in their technical proposal regardless of whether it intends to conduct oral interviews.

Information gained from oral interviews and product demonstrations will be used to refine technical review scores assigned from the initial review of the proposals.

## **F. Final Scoring of Proposals**

Following oral interviews, product demonstrations, reference checks (if appropriate) and/or review of written clarifications of proposals requested by the agency, the evaluation team will determine a final score for each proposal.

## **G. No Best and Final Offer**

The proposal should be submitted initially on the most favorable terms which the proposer can offer. There will be no best and final offer procedure. The proposer should be prepared to accept this RFP for incorporation into a contract resulting from this RFP. Contract negotiations may incorporate some or all of the proposal.

## **H. Final Selection**

The agency will conduct a final selection based on the final evaluation of the proposals and begin contract negotiations with the selected proposer.

## **I. Rights of the Agency in Accepting and Evaluating Proposals**

The agency reserves the right to:

- Make independent investigations in evaluating proposals;



- Request additional information to clarify elements of a proposal;
- Waive minor or immaterial deviations from the RFP requirements, if determined to be in the best interest of the state;
- Omit any planned evaluation step if, in the agency's view, the step is not needed;
- At its sole discretion, reject any and all proposals at any time; and
- Open contract discussions with the second highest scoring proposer and so on, if the agency is unable to reach an agreement on contract terms with the higher scoring proposer(s).

## **Section 7 – Terms and Conditions Related To The RFP Process**

### **A. RFP Addendum**

The agency reserves the right to amend this RFP at its discretion, prior to the proposal submission deadline. In the event of an addendum to this RFP, the agency, at its sole discretion, may extend the proposal submission deadline, as it deems appropriate.

### **B. Non-Collusion**

The proposer's signature on a proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and work quoted have been established without collusion with other proposers and without effort to preclude the agency from obtaining the best possible competitive proposal.

### **C. Property of the Agency**

All material received in response to this RFP shall become the property of the state and will not be returned to the proposer. Upon contract award, the state reserves the right to use any information presented in any proposal.

### **D. Confidentiality of a Proposal**

Unless necessary for the approval of a contract, the substance of a proposal must remain confidential until the effective date of any contract resulting from this RFP. A proposer's disclosure or distribution of proposals other than to the agency will be grounds for disqualification.

### **E. Public Disclosure**

Pursuant to RSA 21-G:37, all responses to this RFP shall be considered confidential until the award of a contract. At the time of receipt of proposals, the agency will post the number of responses received with no further information. No later than five (5) business days prior to submission of a contract to the Department of Administrative Services pursuant to this RFP, the agency will post the name, rank or score of each proposer. In the event that the contract does not require Governor & Executive Council approval, the agency shall disclose the rank or score of the proposals at least 5 business days before final approval of the contract.

The content of each proposer's proposal shall become public information upon the award of any resulting contract. Any information submitted as part of a response to this request for proposal (RFP) may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP will be made accessible to the public online via the website Transparent NH (<http://www.nh.gov/transparentnh/>). However, business financial information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV. If you believe any information being submitted in response

to this request for proposal, bid or information should be kept confidential as financial or proprietary information; you must specifically identify that information in a letter to the agency, and must mark/stamp each page of the materials that you claim must be exempt from disclosure as “CONFIDENTIAL”. A designation by the proposer of information it believes exempt does not have the effect of making such information exempt. The agency will determine the information it believes is properly exempted from disclosure. Marking of the entire proposal or entire sections of the proposal (e.g. pricing) as confidential will neither be accepted nor honored. Notwithstanding any provision of this RFP to the contrary, proposer pricing will be subject to disclosure upon approval of the contract. The agency will endeavor to maintain the confidentiality of portions of the proposal that are clearly and properly marked confidential.

If a request is made to the agency to view portions of a proposal that the proposer has properly and clearly marked confidential, the agency will notify the proposer of the request and of the date the agency plans to release the records. By submitting a proposal, proposers agree that unless the proposer obtains a court order, at its sole expense, enjoining the release of the requested information, the agency may release the requested information on the date specified in the agency’s notice without any liability to the proposers.

The successful bidder will be required to provide the Department with the following information:

1. A Vendor Code. You can apply for a code at this link: [https://das.nh.gov/purchasing/vendorregistration/\(S\(lmq2fn451evlfl45mxtjir55\)\)/welcome.aspx](https://das.nh.gov/purchasing/vendorregistration/(S(lmq2fn451evlfl45mxtjir55))/welcome.aspx)
2. You will receive an e-mail containing the vendor code.
3. If you are contracting under a business name, you must also register your business with the Secretary of State’s office. Here is the link: <https://quickstart.sos.nh.gov/online/Account/LandingPage> (See NH QuickStart). You will need to provide a Certificate of Good Standing, dated after April 1, which you can obtain after you have registered your company.
4. Certificate of Insurance (see Section 14 of the General Provisions, P-37, for the necessary coverage). Please note, the NHDOE will need to be the “Certificate Holder”.

## **F. Non-Commitment**

Notwithstanding any other provision of this RFP, this RFP does not commit the agency to award a contract. The agency reserves the right, at its sole discretion, to reject any and all proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new proposals under a new acquisition process.

## **G. Proposal Preparation Cost**

By submitting a proposal, a proposer agrees that in no event shall the agency be either responsible for or held liable for any costs incurred by a proposer in the preparation of or in connection with the proposal, or for work performed prior to the effective date of a resulting contract.

## **H. Ethical Requirements**

From the time this RFP is published until a contract is awarded, no bidder shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any bidder that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any bidder who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from bidding on the RFP, or similar request for submission and every such bidder shall be disqualified from bidding on any RFP or

similar request for submission issued by any state agency. A bidder that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the department of administrative services, which shall note that information on the list maintained on the state's internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

### **I. Challenges on Form or Process of the RFP**

Any challenges regarding the validity or legality of the form and procedures of this RFP, including but not limited to the evaluation and scoring of proposals, shall be brought to the attention of the agency at least ten (10) business days prior to the proposal submission deadline. By submitting a proposal, the proposer is deemed to have waived any challenges to the agency's authority to conduct this procurement and the form and procedures of this RFP.

## **Section 8 – Contract Terms and Award**

### **A. Award**

If the state decides to award a contract as a result of this RFP process, any award is contingent upon approval of the contract by Governor and Executive Council of the State of New Hampshire and upon continued appropriation of funding for the contract.

### **B. Standard Contract Terms**

The agency will require the successful bidder to execute a firm fixed price contract using the Standard Terms and Conditions of the State of New Hampshire which is attached as Appendix A.

The term of the contract will be for five (5) years from the date of approval. The contract term may be extended up to five (5) years at the sole option of the state, subject to the parties' prior written agreement on terms and applicable fees for each extended term contingent upon satisfactory vendor performance, continued funding and Governor and Executive Council approval.

To the extent that a proposer believes that exceptions to the standard form contract will be necessary for the proposer to enter into the agreement, the proposer should note those issues during the proposer inquiry period. The agency will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion. If the agency accepts a proposer's exception the agency will, at the conclusion of the inquiry period, provide notice to all potential proposers of the exceptions which have been accepted and indicate that exception is available to all potential proposers. Any exceptions to the standard form contract that are not raised during the proposer inquiry period are waived. In no event is a proposer to submit its own standard contract terms and conditions as a replacement for the state's terms in response to this solicitation.