

**STATE OF WASHINGTON
OFFICE OF SUPERINTENDENT OF PUBLIC INSTRUCTION**

Request for Proposal (RFP) 12-02

Addendum 1

Note to potential respondents:

- This Addendum is intended to revise, clarify and become part of the Request for Proposal (RFP) 12-02 Web Developer released on 01/27/2012.
- All amendments, addendums, and notifications will be posted on the OSPI Web site and released via the Washington Electronic Business Solution (WEBS) Web site.

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No	RFP Reference	Questions
1.	General	<p>Is WA-OSPI open to transferring a teacher certification system from another State?</p> <p>If it meets all the requirements in RFP</p>
2.	General	<p>Can we request a Word version of the RFP templates, as we are required to fill out the templates in our response</p> <p>“Read this first” is the response template in Word format. http://www.k12.wa.us/rfp/pubdocs/RFP2012-02AttachReadFirst.doc</p>
3.	General	<p>In previous discussions, we heard that the Office would accept a re-pricing bid only from vendors that submitted a previous proposal. I did not see that in the RFP. Could you please confirm? Otherwise it looks as though we will resubmit a full proposal.</p> <p>OSPI cancelled RFP 2011-15. As such, we can have no reliance on responses to that proposal and the new RFP asks for a complete bid. That being said, the only change in the proposal process from the previous RFP is the cost proposal and the system requirements which have been prioritized. A full proposal must be submitted.</p>
4.	General	<p>In the proposal there are references to COTS1, COTS 2 and COTS3, would be possible to obtain more details about them and what systems or vendors they belong to?</p> <p>There are no references to COTS1, COTS 2 and COTS3. Those references exist in the cancelled RFP, 2011-15.</p>
5.	General	<p>The State of Michigan recently implemented a new web enabled online teacher certification system. Has OSPI reviewed the State of Michigan Online Educator Certification system to validate if this application meets your business requirements - http://www.michigan.gov/mde/0,1607,7-140-6530_5683_57223--,00.html</p> <p>No – OSPI has not.</p>
6.	General	<p>As a follow up to the previous question, what other State’s Teacher Certification system has WA-OSPI reviewed to validate if it meets your requirement?</p>

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		OSPI has viewed several states systems and is convinced a transfer or COTS based solution is feasible. Other state systems include Oklahoma, California, and Oregon.
7.	General	RE REQ-9, REQ-11, REQ-13, REQ-22, REQ-23: These are parent requirements but they still have priority codes that in some cases differ from the related child requirements. Please confirm that we should be responding to the child requirements only and disregard the priority of the parent requirement. Yes
8.	General	Please confirm it is still the intent of OSPI to host the solution and provide the hardware and system software. There are several hosting models available for different solutions. OSPI will entertain all hosting models as long as the solution works with our EDS security (which is a requirement).
9.	General	In the Cost Proposal what is intended by the row "Software Sharing Costs"? If the proposed system is a transfer system or requires any third party software, include recurring payment for use of those system or software.
10	General	Does the internal OSPI budget take into account cost of back-end Software Licenses that would need to be purchased? i.e. Windows Server 2008, SharePoint, etc. OSPI owns licenses for Windows Server, SharePoint SQL and many other Microsoft products. Please list assumptions in your cost proposal of what products would be outside of a standard Microsoft based computing environment. Refer to requirement 77 definition tab of attachment C. http://www.k12.wa.us/rfp/pubdocs/RFP2012-02AttachC.xls
11	General	In the project budget (section 8 funding) FY 2012 is identified as Mar 2012 – Jun 2012 and FY 2013 is Jul-2012-Feb 2013. Additionally, the budget states that in FY2012 \$100,000 is available for COTS and in FY 2013 - \$350,000 is available for COTS. In Proposal Template G – Cost Proposal – FY2012 is identified as Mar – Jun 2012 and FY2013 is identified as Jul2012-Jun2013. If FY2013 ends in Jun 2013 can you clarify if additional sources of funding are available during the Feb 2013-June 2013 period? If the application goes into production, can the vendor begin to collect transaction fees (if transaction fees are proposed)? If transaction fees are not proposed, will OSPI receive additional budget outside of the \$350,000 allocated to the COTS system? OSPI has \$450,000 up front budget for the eCertification system. The \$160,000 available yearly will not be available until July 2013 unless there are cost savings in the up-front amount.
12	General	The RFP states that "The Results of that RFI convinced OSPI that viable off the

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		<p>shelf solutions are available and could offer an accelerated schedule”....is OSPI convinced that a COTS solution is the best solution that meets OSPI needs?</p> <p>Twice OSPI has reviewed the current system and evaluated expanding that system vs. a transfer or COTS system. OSPI is convinced that a transfer or COTS solution exists and with some customization will support our requirements.</p>
13	General	<p>Can OSPI provide more detailed instructions as to how to fill out the costing proposal in C31. What if the costs are greater than the amount OSPI has budgeted? Should we place the costs in irrespective of the stated budget?</p> <p>The instructions acknowledge that some costs might be greater than the budgeted amount. Please provide costs irrespective of the stated budget.</p>
14	General	<p>How many business days of User Acceptance Testing does the State expect to perform?</p> <p>The schedule including UAT time is to be presented by the vendor (based on their past experience) and will be discussed during oral presentations and contract negotiations.</p>
15	General	<p>Please indicate number of State personnel to be trained?</p> <p>Internal (to the OSPI network) and will need to be trained by the vendor OSPI Certification Office (12) OPP (5)</p> <p>External (to the OSPI network) and OSPI will train these users with vendor provided training materials Educator (400,000 certificated) Applicant (32,000/year) ESD Certification Office (40) School District Certification Office (~500) School District Hiring Office (295) University Certification Office (50) PESB (5)</p>
16	General	<p>Please provide the hours of maintenance and support required</p> <p>That will depend on the hosting arrangement if hosting is proposed.</p>
17	General	<p>Does the State need for the vendor to travel to any other State office other than those located in the Olympia, WA area?</p> <p>No</p> <p>If yes, please provide the list of offices that the vendor personnel would need to visit and the estimated frequency</p>
18	General	<p>Please confirm that the State is responsible for the costs of acquiring any 3rd party software</p>

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		The budget provided in the RFP is the complete budget and must account for any third party products that need to be purchased by the state. OSPI is a Microsoft shop and has licenses for many products. Further, OSPI enjoys educational pricing.
19	General	<p>Please confirm that apart from Requirements Gathering and User Acceptance testing, all other software development activities can be completed offsite</p> <p>The project proposal should include the vendors plan for onsite/offsite work. Past projects have been successful by having on-site presence through an on-site Project Manager, Business Analyst, or other staff on site as needed.</p>
20	General	<p>Does the site require staff to be onsite throughout the duration of the project or only for specific tasks and meetings?</p> <p>See answer 19 above</p>
21	General	<p>Please confirm that following are the external interfaces with which the eCertification application must interface with:</p> <ol style="list-style-type: none"> 1. Educator test scores 2. Background checks 3. Salary and work history 4. Special certificates 5. EDS Security 6. State Longitudinal Data system <p>That is correct</p>
22	General	<p>RFP states that a Business Analyst has been contracted to provide requirements analysis.</p> <p>Please clarify the responsibilities of the above-said Business Analyst as opposed to the requirements gathering to be performed by the vendor</p> <p>The on-site BA works with the Vendor to ensure OSPI requirements are reflected in the vendor's specifications and deliverables. Further, the BA oversees and participates in System, Integration, and Performance testing and leads User Acceptance testing.</p>
23	General	<p>Please provide your client browser requirements. Which browsers and versions should the system support?</p> <p>All OSPI publicly accessible web-based application running on secure sockets layer SSL requires a browser supporting 128 bit encryption for access. Browser supported should include the following:</p> <ul style="list-style-type: none"> • Microsoft® Internet Explorer® (6.x and above) • Mozilla Firefox® (2.x and above) • Apple® Safari™ (3.x and above) • Google Chrome
24	Data Migration	<p>Please specify the number of years of data that must be migrated?</p> <p>Currently, data goes back to 1918 and all records need to be migrated to the</p>

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		new system with priority given to active records.
25	Data Migration	<p>Please confirm that the data to be migrated will be provided in a relational data tables</p> <p>Current data is stored in MS SQL format and was migrated in a system rehosting from the VAX alpha in 2008.</p>
26	Data Migration	<p>Please list the number of tables from which data must be migrated</p> <p>Current Data elements are defined in Attachment F of the published RFP. http://www.k12.wa.us/rfp/pubdocs/RFP2012-02AttachF.xls</p>
27	Data Migration	<p>Please specify the number of rows of data that must be migrated for each table listed in response to the previous question. This information is necessary to estimate the effort required for data migration</p> <p>See embedded .xls</p>  <p>eCertTableRowCounts.xls</p>
28	Data Migration	<p>Please confirm that the State will perform cleansing of the data to be migrated</p> <p>Existing data was cleaned in the 2008 rehosting. If additional data edits are required the state will evaluate and fix if needed.</p>
29	REQ-1	<p>We understand that EDS is the OSPI Single Sign-On portal for district facing applications.</p> <p>Please confirm that all application users (including educators and applicants) can use EDS to authenticate to the eCertification application</p> <p>That is correct</p>
30	REQ-1: REQ-2:	<p>Does this mean that there needs to be entry points from these systems to the web application or that authentication happens through these systems and routes back to the web application once completed? What authentication standard is being used by these two systems?</p> <p>Entry and exit are handled through a SAML service for entry into eCert and back again when the eCert application is exited and another EDS application is opened in the same session.</p>
31	REQ-9.1 “...The system must be able to upload files to e-Cert from various data sources for example Test	<p>Please specify the number of data sources from which the system must be able to upload the data</p> <p>There are seven data sources (WEST-B, WEST-E, Praxis I, ProTeach, ACTFL, National Board and NASDTEC.</p>

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	Scores (WEST-B, WEST-E, Praxis I, ProTeach, ACTFL), National Board, and more.”	
32	REQ-9.1	As a follow up to the previous question, please list all the systems from which data must be uploaded. See answer 31 above.
33	Req-9.1:	It appears from the requirement description that 5 interfaces have been identified. These appear to be: <ol style="list-style-type: none"> 1. WEST-B or equivalent (WEST-B, WEST-E, PRAXIS) 2. ACTFL 3. ProTeach 4. National Board Data (NCBT) 5. NASDETC <p>The requirement further states that 2-5 are not supported in the current system. Yet this entire requirement is now a priority 2. Please confirm that these are the correct interfaces and they are all priority 2 or did you intend to break out (1) as priority 1?</p> <p>Currently 1, WEST-B, WEST-E, PRAXIS can be uploaded. The current system must have the ability to upload 1 thru 5</p>
34	REQ-9.4 The system must be able to automatically load recurring data from different sources such as fingerprint results and Imaging.	Please specify how the fingerprint results are stored in the external systems. Is there a web service provided by EDS for retrieving this data? What is the expectation for how this data enters the system? Fingerprint results are received as a flat file and uploaded to eCert as a batch process and stored in a SQL table. The display in eCert is interpreted to show not the detailed results but a pass/fail state.
35	REQ-9.4	As a follow up to the previous question, does the State expect to store the fingerprint results as images in the proposed e-cert system No
36	REQ-11.3	Please provide details of the S275 application/interface referred to in this requirement.

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	E-Cert and S275 share personnel data (name, SSN, Certificate no., etc) in the existing records.	See S275 data elements in Data Elements spreadsheet.
37	REQ-11.3 While not all S275 data needs to be viewed by most eCert users, some elements are key in knowing what role an educator is in and if that role affects their certification requirements or validity.	As a follow up to the previous question, please list the data that must be imported from S275. See S275 data elements in Data Elements spreadsheet.
38	REQ-11.4 Once issued a certificate the user must be able to view the courses/content area an applicant is qualified to teach.	Will the Educator apply for specific content area/Grade Level? OR is he/she going to apply for specific courses for the content area? An applicant applies for a certificate and OSPI ecert office determines specific content area/grade level to be put on the certificate. For example if applicant is issued social studies, the OSPI ecert office determines the individual list of courses/content and Federal course codes he/she can teach.
39	REQ-11.4	Please provide the business process for “apply for endorsement”. See http://www.k12.wa.us/certification/teacher/Endorsement.aspx for info on the endorsement process.
40	REQ-11.5	The link provided with requirement 11.4 - http://data.pesb.wa.gov/current-projects/assignment has around 130 Washington endorsements. However, the 'Attachment G - Endorsements.xls' has around 490 endorsements.

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		<p>Please provide a consolidated list of endorsements.</p> <p>The 'Attachment G - Endorsements.xls' has the complete historical list that must be used.</p>
41	REQ-11.6	<p>"All Cert Types" tab in the spreadsheet "Attachment G - Endorsements.xls" has about 826 certificate types.</p> <p>Does each certificate type have its own set of business rules and validations?</p> <p>The 'All Cert Types' is the complete historical list but not all will need business rules and validations.</p>
42	REQ-11.6	<p>How many distinct certificate types are included in the list of 826 certificates</p> <p>All certificates are distinct types but many are now historical and are no longer issued.</p>
43	REQ-11.6	<p>As a follow up to the previous question, please provide the business rules for all the certificate types listed in Attachment G</p> <p>This would be available and detailed during the course of the project. We are looking to the selected vendor to work with OSPI in detailing these.</p>
44	REQ-11.6	<p>Please clarify why some of the certificate types are repeated with different certificate type codes. For e.g.: Applied Mathematics has 7 different Certificate Type Codes.</p> <p>Its historical data as business rules changed over time thus new codes were assigned.</p>
45	REQ-11.7	<p>Please provide sample certificates for each certificate type or for each template (if multiple certificates follows same template)</p> <p>See embedded .pdf</p> <div style="text-align: center;">  <p>Document.pdf</p> </div>
46	REQ-13.1	<p>Please specify if the "Apply for Certificate" process is based a pre-defined set of questions.</p> <p>OSPI currently has a "wizard" set of questions. However, it requires significant improvement based on the number of applications submitted for the wrong endorsement type.</p>
47	REQ-13.1	<p>As a follow up to the previous question, please provide the list of pre-defined questions</p> <p>This is available in the eCert application code posted with the RFP http://www.k12.wa.us/rfp/pubdocs/RFP2011-15/Attach1.zip</p>
48	REQ-13.1	<p>Does the applicant choose the certificate type that he or she is applying for (OR)</p>

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		<p>does the system determine the eligible certificate types based on the responses to a pre-defined set of questions</p> <p>For E.g.: If the applicant has an existing initial teaching certificate and he may be eligible for Renewal or Professional Certificate. We would like the new system to guide the applicant to the correct application.</p>
49	REQ-13.5	<p>Do all the two hundred specific types of certificates belong to teaching category? No</p>
50	REQ-13.10	<p>Please confirm that e-cert system needs to provide the bulk-upload function for College/University Personnel administrators.</p> <p>Does the term "process in bulk" mean to automate the certificate renewal process on specified conditions? No – see below</p> <p>If Yes, can the roster has different type of certificate types for the applicants?</p> <p>If e-cert system provides the bulk upload function for College/University Personnel Administrators, then how it is going to address the different requirements (REQ-13.8) for each certificate type?</p> <p>There is a tremendous amount of data that is universal to all applicants especially first time applicant. Since the bulk of new applicants originate from the college/university system, we would like the functionality for college/universities to upload this universal data rather than rekey on an applicant by applicant basis.</p>
51	REQ-13.10	<p>If the answer to the previous question is Yes, can the roster have different type of certificate type for the applicants?</p> <p>See response to question 36.</p>
52	REQ 14	<p>REQ 14 has a description which is different from 14.1 and therefore appears to require a response but does not have a priority. Please clarify.</p> <p>14 and 14.1 should have the same priority</p>
53	REQ 18	<p>REQ 18 has a description which is different from 18.1 and therefore appears to require a response but does not have a priority. Please clarify.</p> <p>18 and 18.1 should have the same priority</p>
54	REQ-19	<p>Please confirm that there is no mailing of the physical certificate to the user</p> <p>OSPI wants only to provide electronic certificates. A later requirement states that if a printed version is requested, OSPI may charge an additional fee.</p>
55	REQ-19	<p>Please confirm that the system will generate the certificate in PDF format and it will be available for the applicant to download.</p> <p>Yes</p>
56	REQ 19	<p>REQ 19 has a description which is essentially the same as 19.1 and therefore</p>

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		<p>appears to require a response but does not have a priority. Please clarify.</p> <p>19 & 19.1 should have the same priority</p>
57	REQ-22.1	<p>Would it be acceptable to use a service for bounce back management?</p> <p>OSPI would need to evaluate a bounce back service but is not opposed to that as an option for managing email.</p>
58	REQ-23.4	<p>Does the state use any data recognition technology to track the fields on documents?</p> <p>Not currently</p>
59	REQ 24.1	<p>Please provide us more detail of what level of integration with the imaging system the state requires.</p> <p>We would like to change the current process of working from paper documents to referring to imaged documents in the certificate processing workflow. While OSPI does not yet have an imaging system we would like the ability to “turn on” this functionality in the Cert system when Imaging comes on-line.</p>
60	REQ-28.2	<p>REQ-28.2 does not have a priority. We assume it would be a (2) like 28.1. Please confirm.</p> <p>28.2 is higher priority than 28.1</p>
61	REQ-29.4	<p>Please provide the uploaded document category types.</p> <p>These differ for each cert and endorsement type. Typically documents include transcripts, birth certificates, and continuing education certificates.</p>
62	REQ-30.2	<p>What are the certificate types applied by the school districts?</p> <p>Districts may request an applicant be issued a limited certificate; emergency, emergency sub, conditional, intern substitute, or transitional,</p>
63	REQ-30.10	<p>Does the system have to automatically renew the certificate if the PD hours are reached? If yes, please provide list the certificate types that need to be renewed and Is there any business rule involved in this?</p> <p>No the system does not have to automatically renew, the individual must apply. But having a notice to the individual that they have met the requirement and it is time to apply is requested as a priority 2 feature.</p>
64	REQ-30.11 Ability to link a process step with one or more imaged documents.	<p>Please elaborate this requirement. What process steps are you referring to? What kind of linking do you expect between the process and imaged documents?</p> <p>We would like to change the current process of working from paper documents to referring to imaged documents in the certificate processing workflow. While OSPI does not yet have an imaging system we would like the ability to “turn on” this functionality in the eCert system when Imaging comes on-line.</p>

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65	REQ 30.12:	<p>Submit Rush request. Will this or could this involve a payment?</p> <p>This is an indicator that ESD and District users may use to indicate a higher priority on processing. The payment requirement remains the same for all applications.</p>
66	<p>REQ-32.1</p> <p>The system must have an ability to validate and correct HQT information.</p>	<p>Does the system have to validate this with any external interface?</p> <p>It depends on how HQT is integrated into the new system. Today, there are no external interfaces.</p>
67	REQ-32.3	<p>Please confirm that OSPI has an existing tool for the Quality Data Collection and that the new system will merely import all the data from Quality Data Collection into the new database and use the data to display report.</p> <p>HQT is the Highly Qualified Teacher application and it tracks that Washington teachers and school districts are compliant with the terms of No Child Left Behind (NCLB). The HQT product needs to be integrated with the new eCert system – it is another teacher credential.</p>
68	REQ-32.3	<p>Will the new system interface with the CEDARS system to obtain the Quality data?</p> <p>HQT pulls data from CEDARS for teacher class schedule and for course coding.</p>
69	REQ-32.3	<p>Is the interface with the CEDARS system a scheduled batch process?</p> <p>The live CEDARS database is its own database server. It is copied nightly to the database server where HQT resides. HQT queries a copy of the CEDARS database with the previous days data in it.</p>
70	REQ-34	<p>Please provide some examples for endorsement waivers</p> <p>One example can be found at http://www.k12.wa.us/SpecialEd/pubdocs/PreendorsementWaiver_Instructions_App.pdf and http://www.pesb.wa.gov/districts/out-endorsement</p> <p>Others are similar in format.</p>
71	<p>REQ-34.1</p> <p>PESB (Professional educator standards board) must be able to track, review</p>	<p>What role (from PESB) will access the new e-cert system?</p> <p>PESB will process teaching waivers and the standards board is a primary consumer of all certification data.</p>

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	and approve endorsement waivers. Once approved the system must be able to flag and notify the district about the approval.	
72		Will the PESB actors approve endorsement waivers through the e-cert system? Yes
73	REQ-36.1	Req-36.1: Please confirm that this process is not off-line process and this requirement will be implemented through the e-cert system. This is not an off-line process
74	REQ-41	How many years of certificate data need to be migrated? All data from 1918
75	REQ-41	Are the records stored in Database? Currently, all the data is stored in a SQL database.
76	REQ-41	REQ-41 has a description which is different from 41.1 and therefore appears to require a response but does not have a priority. Please clarify. 41 & 41.1 should have the same priority
77	REQ-41.1 Currently, teachers data is not connected to the E-cert system, the conversion tool should be able to accommodate that. The data conversion should include matching and linking the teacher's test data with the teacher	Is the teacher data in a relational data table? How is the teacher data linked with the data in the e-cert system? The teacher data is part of the eCert system which are all in a relational tables

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78	REQ-45	<p>Please specify the different types of Users and Roles in the new -cert system?</p> <p>See answer to question 10</p>
79	REQ 50.7	<p>Please clarify: "Our system allows users to send a reset notice to the e-mail address associated with their account." Does the state want users to be able to email their passwords to themselves?</p> <p>OSPI requires the vendor system use our EDS security. That system has a reset feature. Vendors do not need to provide security functionality, only support role based security.</p>
80	REQ 51.5	<p>Ability to disallow shared User-ids by limiting concurrent users. Is this intended to mean that a user can only have one active session in the system at any given time?</p> <p>That is correct</p> <p>How is it desired for detected conflicts to be dealt with?</p> <p>An error message indicating a user account is already active with instructions on how to resolve if they think this is in error.</p>
81	REQ 52	<p>REQ 52 does not have a priority. We are assuming it would be (1). Please confirm</p> <p>That is correct, it is a Priority 1 requirement</p>
82	REQ-60	<p>Do you need the system to provide the ability to issue temporary permit to all the certificate types OR to specific certificate types?</p> <p>That is correct</p>