

# REQUEST FOR PROPOSAL

Issued on: January 22, 2024 Bid Due Date: March 15th, 2024  
4:00 PM

**CLASSIFICATION: Automated ILP & Grade Import Programming for PowerSchool  
SIS Integration**

## **Terms & Conditions**

This request implies no obligation on the part of the buyer. All bids submitted must remain valid for a period of 60 days (unless otherwise specified).

The Galena City School District (“School District or GCSD”) reserves the right to negotiate the terms and conditions of any contract entered into as a result of accepting any bid submitted by the successful bidder(s).

The Galena City School District is not responsible for any costs to the bidders for preparation of this bid.

One or more addenda to the Request for Proposal may be issued by the School District after the RFP process is opened. A copy of any addendum issued by the School District must be signed by the bidder and submitted along with its bid. While the School District will make reasonable efforts to notify bidders of any addenda, it is the sole responsibility of the bidder to verify whether any addenda have been issued. Bidders should check the School District website to ascertain if any addenda have been issued.

Any interested party may obtain a copy of the Request for Proposal from the Galena City School District website at <https://www.galenaalaska.org>

To be considered for award, one (1) original of the bid must be received by our GCSD business office no later than 4:00 P.M., Alaska Time, March 15th, 2024.

Submit your sealed bids to Jason Johnson via certified mail in a single sealed envelope or package marked on the outside to:

**Jason Johnson – Superintendent  
GCSD IDEA Online ILP Bid  
P.O. Box 299  
Galena, AK 99741**

## **REQUIREMENTS OF PROPOSAL:**

### **Services being sought:**

The Galena City School District (“GCSD” or “School District”) is seeking vendor(s) who provide custom programming for PowerSchool Student Information System to submit a proposal for patrons to access an "Automated ILP Process" designed specifically for Interior Distance Education of Alaska (IDEA) Homeschool. The ILP process should include an amendment process, allowing changes to the student’s story. This story is a mix of courses attempted, dropped, and grades earned. No data should be permanently deleted during the amendment process, but only removed from external view of the data.

### **Requirements:**

- Vendor must comply with GCSD’s Data Protocols for all portions of the proposed services and/or offerings.
- Vendor must have licensing and/or agreements to work with and/or utilize PS (PowerSchool) API and/or PS SIS (Student Information System) interfaces.
- Software and/or programming must take advantage of or use the existing PS tools allowing for patron access to an automated individual learning plan (ILP) process (including amendments with all data from the start stored, not lost), Progress Reporting (PR), and automated historical grade delivery.
- Solution must allow for parent secure access to the information provided, also allowing for direct access for form entry by staff. This should include the ability of staff to act on behalf of a parent (create, edit, modify, finish an ILP) *without needing to log in as a parent*.
- Software must interface with and/or be programmed with PowerSchool SIS server. This should allow for automated (or very minimum effort) updates to the SIS frequently, if not daily or instantly.
- Include a means of amending courses and updating grades for each student. This should include the ability of the developed software to add/drop classes and change a grade throughout the school year, updating the SIS with each change.
- Software must include approval stages, in which changes are held for approval on multiple levels, including Teacher approval, Records approval, and as needed, Admin approval.
- Bid should include documentation for the year-over-year rollover process.
- Programming will not: void PS warranty, block/impede PS updates, or restrict PS product use

### **Attachments:**

- Please see attachments for the data necessary and examples of process flow for ILP entry, Progress Report and amendments.
- The ILP process should allow updating the SIS for beginning grades of ‘I’ for incomplete upon import.
- The ILP should generate content for the Progress Report that collects grades for Semester 1 and Semester 2 each year.
- Adhere to this flow as closely as possible, especially noting: (1) The need to add/drop classes from the SIS throughout a school year; (2) the need for teachers to be able to act on behalf of a parent without logging in as a parent; (3) the approval stages in which the info is held for multiple reviews before importing into the SIS; (4) an automated (or minimum effort) way to update the SIS routinely

### **Questions:**

- Process questions may be directed to [ILP-Project@galenanet.com](mailto:ILP-Project@galenanet.com)

### **Qualifications of Vendor:**

- Written testimonials from three previous School District clients using vendor programming services for custom designed solutions for PowerSchool SIS.

### **Requirements for Proposal Preparation:**

- Letter of intent explaining why vendor would like to be awarded the contract and selected as the preferred vendor.
- Organizational structure, indicating the CEO, COO, CFO, history/background of service, qualifications to provide services.
- Proposal with a complete agreement of services and description of support to be provided, hours of operations, staffing, timeframes, costs, fee(s), programming maintenance plan, disaster recovery plan, and backup requirements.
- Additional requirements for service.
- Proof of business license and insurance.

### **Technical Overview**

The GCSD seeks a technology-based enterprise platform and/or service that collectively represents a turnkey solution (hereafter referred to as simply, “solution”). Understanding that the GCSD’s primary focus is K-12 education, the GCSD is looking for a solution that includes all key resources for successful deployment, implementation, and ongoing support, training, and maintenance. The responder should fully enumerate all one-time and recurring resources, costs, and requirements that would be assumed either partially or fully by the GCSD in terms of technology procurement and support. The GCSD expects the responding vendor to focus and expand on the technology components of the proposed solution and has included pertinent background information on the following:

- Network Specifications
- Delivery Model
- Data Protocols
- Application Integration
- Support Agreement
- Miscellaneous

It should be noted that portions of this appendix and the included informational sections may not be applicable to a vendor’s solution, but have been included for completeness and full disclosure of the GCSD’s IT infrastructure and systems environment.

### **Network Specifications**

All GCSD-operated facilities, both school and administrative, support universal access to the Internet through local area networks utilizing TCP/IP and standards-based non-proprietary protocols and transports. The GCSD's network infrastructure includes several "intrusive" gateway components including firewalls, proxies, content filtering, traffic management and packet inspection technology. Network addressing is accomplished through the exclusive use of private IP addresses (i.e., 10.x.x.x), in conjunction with 1-to-MANY network address translation at the Internet gateway. Minimally, each office location contains two (2) hardwired 1-Gbps switched Ethernet connections and all school facilities generally support building-wide 802.11ac Wi-Fi wireless connectivity. Each of our Interior Distance Education of Alaska (“IDEA”) facilities utilize a 50 Mbps Internet service connectivity. All proposal responses should specify detailed requirements for network connectivity and bandwidth capacity as well as ancillary requirements (if any) for specialized network or administrative services such as remote VPN access, firewall policy exemptions, or customized LAN configurations. Technical considerations for compatibility with the School District’s network environment:

- Solution must be capable of working in a network proxy and network address translation (NAT) environment.

- Solution should require only the use of TCP service ports 80 (http) and/or 443 (https).
- Solution robustness and capacity should be verifiable via web performance and load testing software/service reporting, and capable of sustaining adequate simultaneous client/web connections for the intended use/audience.
- Hosted solutions should be equipped to provide increased bandwidth on demand, as needed.
- Should support connectivity by both IPv4 and IPv6 protocols.
- Should not require the use of Multicast protocols. It should be noted that while the School District maintains a fairly robust and highly-available technology and communications infrastructure for School District-operated schools, no assumptions should be made concerning other public, private, or partnership school facilities.

### **Delivery Model**

Hosting: The School District requires a hosted service delivery model such as an Application Service Provider (ASP), Software as a Service (SaaS), or Internet cloud-based model for hosting of vendor's solution. The proposed technology solution must not require or rely on the use of local on-premise server(s) or server appliance(s) other than those discussed elsewhere in this Appendix. Vendor should be prepared to provide information on the hosting facility, such as hosting company name, contact person, contact number and service level agreements that exist between respective companies.

**Delivery Model Cost Breakdown** (illustrative example only – include all costs, fees and resource needs that must be assumed by the School District for the proposed solution(s))

- Hardware, Server and/or Software Acquisition Costs
- Installation Costs
- Application Licensing Fee(s)
- Database Licensing Fee(s)
- Maintenance Costs for Hardware and/or Software
- Maintenance Costs for Database(s)
- Technical Support Fee(s)
- Training Expenses
- Costs for Vendor Help Desk or Customer Support Center
- Vendor Programming Personnel Costs (estimate): hrs. x \$/hr. = total
- Vendor Consulting Services Costs (estimate): hrs. x \$/hr. = total
- IT Personnel Maintenance Resources (estimate): hrs.
- Disaster Recovery and/or Business Continuity Expenses
- Other Costs or Expenses (e.g., Input Devices, Consumables, SSL Certificates, Online Storage, Offline Backup/Archival etc.)

### **Data Protocols**

Data Ownership: The School District assumes the term Data shall mean all information, whether or not confidential, entered into software or equipment by or on behalf of the School District and information derived from such information, including as stored in or processed through the equipment or software, including, without limitation, all data and information submitted to a vendor by the School District. All responding vendors should be aware that all School District Data shall remain the sole and proprietary property of the School District in perpetuity, throughout and beyond the term of any agreement.

Vendor shall not allow Data to be transferred or stored in any form, including physically or electronically, outside of the United States or its territories. Further, Vendor shall not permit its employees, contractors or service providers, to access School District Data from outside of the United States or its territories, for any purpose including but not limited to use for call centers, help desks, technical support, system configuration, hosting, maintenance, troubleshooting or disaster recovery. Software will follow all

applicable school board, state, and federal data security protocols and policies.

The School District requires that the Data owned by the School District must be transferable to the School District in a usable format and should include an Entity Relationship Diagram and Data Dictionary. It should also include the ability to roll off data to retrievable archives and the ability to load historical data for reporting purposes.

No vendor shall be permitted to destroy or cause to be destroyed; any School District Data unless otherwise permitted by the School District through prior expressed written consent. At any time during the term of any subsequent agreement resulting from this RFP, the School District may request copies of or access to, all or any subset of School District Data.

Upon termination of any agreement for any reason, within a time period to be set at the time of contract negotiations, the awarded vendor agrees to return in an industry-standard and School District approved format, media containing all School District Data currently in the possession of the vendor and/or its subcontractors. Upon completion of the return of all Data to the School District, the awarded vendor will then take all reasonable efforts to securely destroy and dispose of all School District Data in its possession or in the possession of its subcontractors. The School District must be notified immediately in the event of any type of data breach and the awarded vendor will satisfy applicable data retention requirements as set forth by the School District.

### **Data Interchange**

All external data interchange will require protocols and transports containing strong certificate-based encryption (minimum 256-bit, RSA minimum 2048-bit) such as HTTPS, FTPS, SFTP, SSH, or TLS (1.2 or newer). Vendor's Public Key or Digital Certificates must be valid, current and issued by a trusted Certificate Authority ("CA"), and generated from root CA's that are commonly included in popular web browsers as signing authorities. The School District WILL NOT support vendor solutions that rely on "self-signed" Digital Certificates.

### **Application Integration**

The proposed solution may be required to allow and/or automate import/export data files from various School District enterprise systems. It is required that, at a minimum, the vendor utilizes a flat file format (i.e., comma-separated values) for data transport. Alternatively, the School District will consider file formats that meet current School District standards and that are directly compatible with the source/destination system(s) (e.g., XML). In many cases, 3rd-party data integrations will interface with the School District's Operational Data Store ("ODS") which connects the many disparate School District systems into a single robust Oracle-based database. The School District has adopted PowerSchool's CSV and TAB specification as the open standard for importing/exporting student information including user enrollment, demographics, course information, schedules, and grades. Any technology solution that will integrate with School District student data systems, for the exchange of student information and academic data, will be required to natively support the PowerSchool's default specification. If such integration is necessary, the School District will not consider solutions that require the use of a 3rd-party integration tool, platform, or service. Vendors should provide additional information, use cases, and/or references for successful implementations of any tools or API specifications, including version information. The School District currently uses two hosted PowerSchool systems. These systems use Oracle backend and PowerSchool SIS (Student Information System) for the front. The School District's Student Information

System is a fully web-enabled interface for parents, teachers, students, and administrators. The School District's primary enterprise directory service is Microsoft's Active Directory in a Hybrid Environment with On Prem and Azure Cloud, for its enterprise directory services. When appropriate, integration with these systems is preferred.

### **Web-based Standards, Client Software and Application Components**

The proposed solution must, generally, adhere to the School District's client (end-user) requirements. In general, applications that will be used internally and externally to the School District (schools, administrative offices, and/or staff/student/parent homes) must be web-based and entirely client platform/web browser agnostic.

The School District's standard supported web browser configurations are Microsoft Edge, Google Chrome, Mozilla Firefox.

The School District supports Microsoft Windows (v10 and newer) client operating systems.

School District-owned platforms are protected using an antivirus solution licensed from Microsoft.

Vendors must provide a complete listing of any required web browser plug-ins or supplemental client software (e.g., Flash {Not supported}, Shockwave, QuickTime {Not supported}, Adobe Reader, etc.) as well as minimal supported version numbers.

Any solution that relies on the use of a client-side Java engine, must utilize a current Oracle supported version of the Java runtime engine (v1.8 or newer).

For any services delivered via the web, the vendor must document the use of role-based functionality and access.

**IMPORTANT NOTE:** As of December 2020, Adobe Software has formally retired the Adobe Flash architecture. Many operating systems and browser platforms have announced pending termination of support for Adobe Flash, and some have already begun disabling Flash support in their default configurations. Due to support concerns, the School District will likely disqualify any technology solution that is dependent upon the web-based Adobe Flash framework. If the service delivery model is provided as a hosted, outsourced or cloud-based platform or service, the School District is entirely agnostic to the server, software and back-end platforms being utilized by the vendor. However, if the solution requires that the School District host or maintain any aspect of the proposed solution, the following system, application and database platforms are generally supported by the School District: ▪ Oracle Database ▪ MySQL Database ▪ Microsoft SQL Server

### **Microsoft 365 for Education**

The School District has implemented a Microsoft tenant and provisions user accounts for most (but not all) of its associated users. Vendors may propose products or solutions that will interface with the School District's Microsoft Azure/Active Directory (AD) environment. Such proposals must comply with the School District's policies regarding data/data privacy and the use of online resources. The School District chooses to enable and configure the use of Microsoft AD/Microsoft Azure services in accordance with state and federal laws, its internal policies, and the contracts negotiated on behalf of the School District. For any proposed solution, further discussions will be needed to determine if Microsoft for Education integration is feasible and appropriate. The School District provides e-mail, scheduling and collaboration services to all employees and students using Microsoft 365 for Education. Solutions that wish to enable the exchange of messages or event scheduling with School District clients, must be capable of supporting open-source protocols and file formats such as SMTP and iCal.

### **Application Portal Integration, Identity Federation and Single Sign-On (SSO)**

Vendors should provide documentation regarding the level of compliance with Single Sign-On protocols for any and all web browser-based applications proposed in the solution. or additionally/alternatively, whether the proposed solution is capable of authenticating directly to the School District's enterprise directory service (i.e., LDAP)/ Microsoft AD/Azure or PowerSchool in some manner. Vendors should provide additional information, use cases, and/or references for successful implementations with other customers (if applicable).

### **Web Services and Application Programming Interfaces (APIs)**

While the School District is limited in the current use and deployment of Web Services, third-party applications may be required to integrate into PowerSchool and or provide Web Services methods to extract or insert bulk data, manually import/export or allow for automatic import/export from a third-party application using standardized SOAP XML envelopes or REST transfers (for example). The Web Services Definition Language (WSDL) must comply with W3C standards.

### **Source Code**

For all computer software furnished to the School District, the Contractor shall furnish to the School District, a copy of the source directly or through an escrow service. For all computer software furnished to the School District, if the Contractor either directly or through a successor or affiliate shall cease to provide the maintenance or warranty services provided the School District under the contract or any paid-up maintenance agreement, or if the Contractor should be declared insolvent by a court of competent jurisdiction, shall have the right to obtain, for its own and sole use only, a single copy of the current version of the source code supplied under the contract, and a single copy of the documentation associated therewith, upon payment to the person in control of the source code the reasonable cost of making each copy.

### **Support Agreement**

Vendor should articulate the plan for providing support to end-users, the modalities of support that will be provided (e.g., telephone, e-mail, web-based portal, facsimile) and the proposed support service levels. Vendor should provide a standard technical support plan, articulating how the School District reports and track issues. Vendor should detail the training materials (and specify medium – DVD, web-based, paper-based, etc.) that exist for the proposed solution, as well as the training services (i.e., number of persons, locations, number of days) that vendor is prepared to provide. The School District strongly prefers that vendor proposes multiple options for training models (i.e., computer-based instruction, instructor-led, “train-the-trainer”). Vendor should identify any/all documentation that exists for end users, administrators and developers, as applicable.

### **Compliance**

Vendor will be required to adhere to all Alaska EED, state of Alaska, Federal laws and regulations as applicable, including, but not limited to FERPA, COPPA, CIPA, CIPA-2, HIPAA, ADA and the Galena City School District board policy.

The Galena City School District is committed to providing access to our electronic information, including our websites, for individuals with disabilities in accordance with all applicable State and Federal laws.

Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act of 1990 require us to ensure that anyone with disabilities seeking information or services from us, have access to and use of information and data that is comparable to the access and use by any other members of the public who are not individuals with disabilities. This requirement extends to any and all web-based services, applications, or other technology that is acquired, contracted or otherwise made available by the School District, to its students, staff and/or community members. Responders to this solicitation shall be equally responsible and contractually bound to ensure their product and service offerings are accessible pursuant to the aforementioned laws. The School District's website accessibility standards can be found here:

<https://www.galenaalaska.org/>



**PROPOSAL TRANSMITTAL FORM**

**This form must be completed and returned with the vendor proposal.**

BUSINESS NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

CITY / STATE / ZIP: \_\_\_\_\_

PHYSICAL BUSINESS ADDRESS: \_\_\_\_\_

CITY / STATE / ZIP: \_\_\_\_\_

CONTACT PERSON FOR THIS SOLICITATION: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ FAX NUMBER: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

ALASKA BUSINESS LICENSE #: \_\_\_\_\_ FEDERAL TAX ID #: \_\_\_\_\_

**CERTIFICATION**

I certify that I am a duly authorized representative of the business listed above and that the information and materials enclosed with this proposal accurately represent the capabilities of the business to provide the services and facilities indicated in compliance with the requirements of the solicitation.

In compliance with the solicitation, the vendor agrees, if this offer is accepted within 90 calendar days from the date specified in the solicitation for receipt of proposals, to furnish any or all items on which prices are offered at the price set opposite each item, within the dates specified in the solicitation.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_

PRINTED TITLE: \_\_\_\_\_