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# APPENDIX D - PRODUCT/SERVICE REQUIREMENTS

**WSIPC RFP 25-03 Alternative Learning Experience (ALE) Information Management System**

## INSTRUCTIONS

Please answer each requirement based on the proposed solution’s ability to satisfy the respective requirement. If the requirement cannot be met and warrants further explanation, a brief explanation may be provided in the “Comments” column. The following scoring system should be used to evaluate each business requirement:

|  |  |
| --- | --- |
| **Response Code** | **Definition** |
| Y—Yes | Requirement is met. |
| N—No | Requirement is not met. |
| Q—Qualifier | Ability to meet requirement requires further explanation from Vendor. Please use the "Comment" column to provide more details. |

## General

| **Requirements/Specifications** | **Yes** | | **No** | **Q** | | **Comment *(Required if “Q” is selected)*** |
| --- | --- | --- | --- | --- | --- | --- |
| **Product/Service Usage -** The product and/or service is used by other Washington State K-12 school districts and has an active Washington State user community. |  |  | |  |  | |
| **Documentation -** Describe access to operational, instructional, and/or specification sheets. It is highly desirable that this type of information be available to customers electronically via the internet (preferred) or other electronic means of delivery. |  |  | |  |  | |
| **Shipping Costs -** All costs for shipping to the buyer’s location, must be clearly stated on price lists and promotional materials, and must be clearly described in the Proposer’s response to this RFP. |  |  | |  |  | |
| **Vendor Website -** The Proposer must have an active website with published products and/or service information that meets WCAG 2.1 AA standards. |  |  | |  |  | |

## Technical/functional Requirements

| **Requirements/Specifications** | **Yes** | | **No** | **Q** | | **Explanation *(Required if “Q” is selected)*** |
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| **Framework and Platform** |  |  | |  |  | |
| Web-based, cloud-hosted platform accessible via standard browsers. |  |  | |  |  | |
| Mobile-responsive, intuitive design or dedicated mobile applications for users. |  |  | |  |  | |
| Scalable architecture capable of supporting multiple schools, districts, and large student populations. |  |  | |  |  | |
| Supports diverse school types, including public, charter, private, and tribal entities. |  |  | |  |  | |
| Integration with all major Student Information Systems (SIS) at no additional cost. |  |  | |  |  | |
| Integration with Skyward Student Information System. |  |  | |  |  | |
| The platform integrates with the SIS to ensure alignment and accurate data exchange across key areas, including dual credit, Career and Technical Education (CTE) (for example: Industry Recognized Certification (IRC), and Work-Based Learning (WBL) courses) activities, as well as all required data fields for State and federal reporting. |  |  | |  |  | |
| Supports Single Sign-On (SSO) and directory integration (SAML 2.0, OAuth, LDAP/Active Directory). |  |  | |  |  | |
| No-cost open APIs for data exchange with district systems such as SIS, LMS, assessment, and reporting tools. |  |  | |  |  | |
| Platform integrates with the Student Information System (SIS) to exchange key data elements-including enrollment, course information, grade marks, and earned credits, to ensure accuracy and compliance with state reporting requirements. |  |  | |  |  | |
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| **Functional Requirements** |  |  | |  |  | |
| **Student Enrollment and Program Management** |  |  | |  |  | |
| Provides student enrollment and scheduling functionality specifically designed to support Alternative Learning Experience (ALE) programs. |  |  | |  |  | |
| Supports multiple learning pathways including online, hybrid, in-person, and off-site. |  |  | |  |  | |
| Tracks part-time, full-time, and concurrent enrollment across multiple schools. |  |  | |  |  | |
| Enables flexible scheduling, pacing, and adaptive learning pathways for individualized student progress. |  |  | |  |  | |
| Automatically calculates ALE instructional hours and weekly contact requirements. |  |  | |  |  | |
| Maintains a detailed course log for each student, including enrollment dates, removal dates, responsible staff, and course completion or failure status. |  |  | |  |  | |
| Ability to enroll students for future start dates. |  |  | |  |  | |
| Captures and displays a Course Completion Date for each student, ensuring accurate tracking of course progress, completion status, and reporting requirements. |  |  | |  |  | |
| Supports adding students to existing courses with separate start and end dates. |  |  | |  |  | |
| Enables student transfers between teachers, mid-course. |  |  | |  |  | |
| Supports mass enrollment of students into courses. |  |  | |  |  | |
| Provides functionality to set up calendar dates and times availability for staff. |  |  | |  |  | |
| Integration with Google Workspace and Microsoft 365. |  |  | |  |  | |
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| **Individualized Learning Plans (ILPs)** |  |  | |  |  | |
| Provides tools for creating, managing, and monitoring Individualized Learning Plans (ILPs). |  |  | |  |  | |
| Supports goal setting aligned with state standards. |  |  | |  |  | |
| Includes electronic signatures and approval workflows for staff and administrators. |  |  | |  |  | |
| Allows collaborative access for teachers, counselors, students, and parents. |  |  | |  |  | |
| Enables sending ILPs or instructional activities to an individual student or multiple students. |  |  | |  |  | |
| Supports adding instructional activities for multiple students simultaneously. |  |  | |  |  | |
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| **Assessment, Tracking, and Analytics** |  |  | |  |  | |
| Tracks attendance and engagement, logging instructional hours and student activities. |  |  | |  |  | |
| Writes back grades, graduation credit progress, and discipline data to the district Student Information System (SIS). |  |  | |  |  | |
| Automatically populates student information, course progress, and related data into the district SIS. |  |  | |  |  | |
| Provides tracking across school weeks with visibility into student contact, including which students were reached, which were not, and weeks with no contact. |  |  | |  |  | |
| Enables viewing of all students in the school with current contact status at any given time. |  |  | |  |  | |
| Integrates with curriculum and assessment systems. |  |  | |  |  | |
| Flags students for intervention based on performance or engagement. |  |  | |  |  | |
| Provides predictive indicators to identify at-risk students. |  |  | |  |  | |
| Includes dashboards and analytics for monitoring student performance and program outcomes. |  |  | |  |  | |
| Offers real-time dashboards for teachers, students, and families. |  |  | |  |  | |
| Provides parent/family/guardian dashboards to promote transparency. |  |  | |  |  | |
| Allows customizable dashboards for program monitoring and evaluation. |  |  | |  |  | |
| Includes program-level analytics to track success rates and identify areas for improvement. |  |  | |  |  | |
| Supports competency tracking, documenting mastery-based learning, industry-aligned competencies, and graduation pathways. |  |  | |  |  | |
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| **Instructional Design and Learning Structures** |  |  | |  |  | |
| Supports both teacher-led and student-driven learning structures. |  |  | |  |  | |
| Accommodates a range of learning models-including online, hybrid, and in-person, while providing equal access to progress monitoring, analytics, and intervention tools. |  |  | |  |  | |
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| **Reporting and Compliance** |  |  | |  |  | |
| Provides flexible reporting to meet state and federal ALE compliance requirements. |  |  | |  |  | |
| Includes pre-built reports for teachers and staff, such as class rosters, student progress summaries, and records of completed courses with grades and credits. |  |  | |  |  | |
| Generates attendance and discipline letters. |  |  | |  |  | |
| Supports customizable reports for accountability, equity audits, and program evaluation. |  |  | |  |  | |
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| **Communication and Collaboration** |  |  | |  |  | |
| Provides communication tools that enable collaboration among teachers, students, and families. |  |  | |  |  | |
| Integrates with a wide array of third-party communication solutions. |  |  | |  |  | |
| Allows messaging accessible by all staff. |  |  | |  |  | |
| Supports scheduled messages within the platform |  |  | |  |  | |
| Includes an email editor with enhanced formatting, dynamic data insertion, hyperlinks, and the ability to paste screenshots into the email body. |  |  | |  |  | |
| Supports both bulk and individual email messaging. |  |  | |  |  | |
| Captures internal and external messaging into a contact log for record-keeping. |  |  | |  |  | |
| Allows sending of individual and mass text messages to students. |  |  | |  |  | |
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| **Modules and Components** |  |  | |  |  | |
| Student Management Module – Manages student profiles, enrollment, and scheduling. |  |  | |  |  | |
| Curriculum and Course Management Module – Supports course creation, learning pathways, and instructional planning. |  |  | |  |  | |
| Assessment and Analytics Module – Provides dashboards, performance reporting, and compliance tracking |  |  | |  |  | |
| Attendance and Engagement Tracking Module – Logs instructional hours, student participation, and engagement metrics. |  |  | |  |  | |
| Discipline Module – Tracks incidents, actions, and related communications. |  |  | |  |  | |
| Family and Student Portal – Offers visibility into progress, grades, attendance, and supports communication. |  |  | |  |  | |
| Teacher and Administrator Tools – Facilitates planning, reporting, interventions, and progress monitoring. |  |  | |  |  | |
| Integration and API Module – Enables connectivity with SIS, LMS, assessment, and other district systems. |  |  | |  |  | |
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| **Data Privacy and Compliance** |  |  | |  |  | |
| Ensures full compliance with FERPA, COPPA, and CIPA regulations. |  |  | |  |  | |
| Adheres to state-specific student data privacy laws, including SOPIPA and Washington SDPA. |  |  | |  |  | |
| Prohibits the sale or sharing of student data for commercial purposes. |  |  | |  |  | |
| Includes a Data Processing Agreement (DPA) or Student Data Privacy Agreement (SDPA). |  |  | |  |  | |
| Discloses all sub-processors and data storage locations. |  |  | |  |  | |
| Defines clear policies for data retention, deletion, and destruction at contract termination. |  |  | |  |  | |
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| **Security and Infrastructure** |  |  | |  |  | |
| Encrypts all data in transit (TLS 1.2 or higher) and at rest (AES-256). |  |  | |  |  | |
| Hosts data in secure, U.S.-based data centers with SOC 2 Type II or ISO 27001 certification. |  |  | |  |  | |
| Conducts regular third-party penetration testing and vulnerability assessments with documented remediation processes. |  |  | |  |  | |
| Implements network and application firewalls and intrusion detection/prevention systems (IDS/IPS). |  |  | |  |  | |
| Enforces role-based access controls to manage user permissions. |  |  | |  |  | |
| Requires multi-factor authentication (MFA) for administrators and privileged users. |  |  | |  |  | |
| Maintains comprehensive audit logging of user and system activities. |  |  | |  |  | |
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| **Monitoring, Incident Response, and Continuity** |  |  | |  |  | |
| Provides continuous security monitoring and centralized audit logging. |  |  | |  |  | |
| Maintains a documented Incident Response Plan (IRP) with breach notification procedures within 24–48 hours. |  |  | |  |  | |
| Implements a Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) with clearly defined recovery objectives. |  |  | |  |  | |
| Performs daily encrypted data backups stored in geographically separate facilities. |  |  | |  |  | |
| Defines and adheres to Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO). |  |  | |  |  | |
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| **Vendor Governance and Security Practices** |  |  | |  |  | |
| Conducts an annual independent security audit (SOC 2, ISO 27001, or equivalent). |  |  | |  |  | |
| Performs employee background checks and provides ongoing cybersecurity awareness training. |  |  | |  |  | |
| Maintains an active Vulnerability Disclosure Program (VDP) or bug bounty program. |  |  | |  |  | |
| Implements a formal change management and patching process for system updates and security improvements. |  |  | |  |  | |
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| **Implementation and Support** |  |  | |  |  | |
| Provides comprehensive onboarding plans with timelines, training, and support. |  |  | |  |  | |
| Offers configurable permissions for ALE coordinators and staff. |  |  | |  |  | |
| Includes administrative tools to manage multiple ALE programs across schools. |  |  | |  |  | |
| Supports workflow automation for approvals, notifications, and reporting deadlines. |  |  | |  |  | |
| Maintains audit-ready documentation of learning plans, contacts, and student progress. |  |  | |  |  | |
| Provides comprehensive onboarding, configuration, and data migration support. |  |  | |  |  | |
| Offers professional learning opportunities for administrators, educators, and technical staff, including role-based training. |  |  | |  |  | |
| Provides a comprehensive technical support plan before and during rollout. |  |  | |  |  | |
| Offers ongoing technical support via phone, email, chat, and online resources. |  |  | |  |  | |
| Delivers regular software updates and system maintenance, including release documentation. |  |  | |  |  | |
| Maintains an online knowledge base, documentation, and user community for support and best practices. |  |  | |  |  | |
| Includes embedded help, tutorials, and contextual support within the system. |  |  | |  |  | |
| Optionally provides professional learning modules focused on ALE best practices. |  |  | |  |  | |