****

# 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)*** |
| --- | --- | --- | --- | --- |
| **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. | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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. | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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. | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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. | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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. | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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. | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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. | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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. | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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. | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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. | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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). | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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. | [ ]  | [ ]  | [ ]  |       |
|  |  |  |  |  |
| **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. | [ ]  | [ ]  | [ ]  |       |