



**Request for Proposals**  
**Web-Based Credit Recovery Solution**  
**RFP 24-015**

**DUE:** April 9, 2024 | 2:00 P.M.

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## I. Purpose

Ogden School District (the "District") (OSD) is seeking a comprehensive, **web-based credit recovery solution** that will support our high school students in achieving academic success and earning the credits necessary for graduation (full implementation beginning in SY 2024-2025). The District's goal in this evaluation process is to provide our learning communities with a technology-enhanced platform that will support our educators in delivering personalized, adaptive learning experiences to students who need to recover credits. Moreover, we aim to provide all district administrators, educators, and students with access to progress data that will inform interventions, support student growth, and promote mastery of essential skills and knowledge.

Through this evaluation and selection process, the District aims to advance the Ogden School District Board of Education's mission, vision, and values by (a) improving access to high-quality credit recovery courses, (b) increasing effectiveness of credit recovery instructional practices, (c) providing technological assets that promote student engagement and achievement, and (d) empowering students to take ownership of their learning and progress toward graduation.

The purpose of the RFP is to solicit complete proposals in accordance with the Proposal Response Format listed in the RFP, from agencies with expertise in providing high-quality, online credit recovery solutions for medium to large K-12 public school districts. The selection and implementation of a district-wide credit recovery solution is a complex process as it will serve a diverse range of students and educators. Therefore, experience with successful management of similar projects is integral to this project's success.

This RFP is designed to provide interested parties with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential information. Respondents are at liberty and are encouraged to expand upon the specifications as to provide further evidence of service capability under any proposed agreement. Bids will be evaluated and each requirement will be scored. Emphasis will be placed on alignment to the District's vision, mission, and values; quality of the credit recovery courses; adaptability of the learning platform; ease of use for students and teachers; data privacy; set-up costs; initial training; and ongoing support.

The District reserves the right to reject any and all proposals or waive any non-statutory informality. The District further reserves the right to award the contract in the best interest of the District, as deemed by the Ogden School Board of Education, regardless of the selection committee's evaluation and scoring. The Board's decision to accept or reject the contract will be final. Upon completion of the evaluation and selection process, Ogden School District will assume ownership of all materials provided as part of the proposal.

The Credit Recovery Solution Selection Committee (the "Committee") is composed of highly-qualified educators, which may include teachers, district content specialists, district administrators, and school administrators. To ensure diverse, representational evaluations, the Committee is made up of members of various roles, responsibilities, and backgrounds.

To maintain a fair and independent evaluation process, all Committee members serve on a volunteer, non-stipend basis. Each member will personally review all solutions submitted for approval. The Committee will then submit the final recommendation directly to the Ogden School District Board of Education. This multi-stage evaluation process, involving numerous people, guarantees to each Agency equity and fairness in the bidding, evaluation, and selection process.

Respondents are strongly encouraged to carefully read the entire request for proposals.

## II. Background

Ogden School District has a high school (Grades 10-12) student enrollment of approximately 2,600 students. The District currently operates two comprehensive high schools, one alternative high school, and one youth-in-care facility.

District offices are located at 1950 Monroe Blvd, Ogden, Utah 84401.

## III. Description of Current Technology

Ogden School District’s digital teaching and learning environment uses a mixture of client/server and web-based technologies for delivery of information services.

Application Description	Vendor/Product
Student Information System	Infinite Campus
Directory Services	Microsoft Active Directory
Roster Sync	Clever
Early Warning System	Panorama Student Success
School Communication	Infinite Campus
Productivity	Google Workspace
Assessment System	Pear Assessment
Library Management	Follett
Learning Management System	Canvas LMS

## IV. Scope of Services

The desired outcome for this evaluation and selection process is to provide Ogden School District's high schools with a comprehensive, online credit recovery solution that effectively supports students in their learning and offers teachers and administrators the necessary tools to monitor progress, ensure consistency, and facilitate student success.

The following list of requirements, although extensive, is not exhaustive and is intended to provide interested parties with sufficient basic information to submit proposals meeting minimum requirements, but is not intended to limit a proposal's content or exclude any relevant or essential information. Moreover, the Committee members will be expected to introduce their knowledge of Ogden School District's learning communities' needs and classroom requirements as they evaluate the credit recovery solutions in relation to the selection criteria.

### System and Technical Requirements

1. Web-based and accessible via laptops, Chromebooks, and other devices used by the district
2. Support common web browsers (e.g., Chrome, Firefox, and Safari)
3. Fully accessible through a web browser, and available 24/7 outside of regularly-scheduled maintenance and/or update windows
4. User-friendly interface and navigation for all users, including students, teachers, and administrators
5. Does not require local client installation
6. System must support single sign-on integration with the district's existing authentication system
7. System features can be updated and/or phased in over time without disruption and at no additional cost to the district
8. *Optional:* System integrates with the district's existing learning management system (e.g., Canvas) and student information system (e.g., Infinite Campus)

### Data Management & Reporting Requirements

1. Permissions-based access to assessments, reports, and data for administrators, teachers, and students.
2. User data can be exported to PDF, MS Excel **or** CSV file.

3. *Optional:* System should be compatible with the Ogden School District's student information system (Infinite Campus) and/or Clever for rostering and data management.
  - a. Please include your tech support contact information so the District can determine specific compatibility.

### **Credit Recovery and Adaptive Learning Requirements**

1. Provides a comprehensive catalog of credit recovery courses aligned with State standards
  - o Credit recovery course catalog should include, but not be limited to:
    - English Language Arts 9
    - English Language Arts 10
    - English Language Arts 11
    - English Language Arts 12
    - Creative Writing
    - Communications
    - Secondary Math 1
    - Secondary Math 2
    - Secondary Math 3
    - Math for Personal Finance
    - Math for Decision Making
    - Biology
    - Chemistry
    - Earth and Space Science
    - Physics
    - Environmental Studies
    - Zoology
    - Astronomy
    - World Geography
    - U.S. History II
    - World History
    - US Government and Citizenship
    - Psychology
    - Sports Psychology
    - Financial Literacy
    - Digital Business Applications
    - Health II
    - Beginning Fitness for Life
    - PE Participation Skills
    - Lifetime Activities
    - Variety of Art courses
2. Allow for District users to create and/or modify credit recovery courses
3. Offers pre-assessments to identify student knowledge gaps and place them appropriately within the course

4. Adaptive or responsive learning technology adjusts course content and pacing based on student performance
5. Supports personalized learning pathways for students with diverse needs, including IEPs, 504 plans, and English language learners
6. Provides a mastery-based learning approach, ensuring students demonstrate proficiency before advancing
7. Offers a variety of engaging, interactive content types (e.g., videos, simulations, practice activities) to support student learning
8. Includes both automated and teacher-graded assessments to measure student progress and mastery

### **Student Data Privacy and Security Requirements**

1. Allow the District to configure roles and permissions to control access to student data.
2. All digital/electronic/online resources and tools meet all Federal and State student data privacy requirements.
  - Information about Federal and State requirements can be accessed by following the link below:
    - <https://www.schools.utah.gov/studentdataprivacy/lawpolicy>
3. Provider shall give notice to the District any time the provider makes a material change to the content of the online or digital materials, excluding regular informational updates on current events.

### **Training, Service and Support Requirements**

#### **Training and Support**

1. Agency has knowledgeable and capable credit recovery solutions deployment/implementation specialists to drive a successful implementation with an assigned Project Manager to oversee product implementation, training, and overall client support.
2. Agency's customer support is available via phone, email, or online support portal
3. Agency offers initial on-site training, training of trainers, and refresher trainings as necessary.
4. Agency makes the following information available:
  - Guaranteed uptime
  - Minimal performance expectations

- Bug fixing policy
5. Agency provides a system for the District to report system bugs and product enhancement requests.
  6. Agency has knowledgeable client support staff who are available to personally take calls and provide immediate assistance.
  7. Agency maintains a thorough online knowledge base; including training documents, user guides, and administration guides.
  8. Agency provides information regarding planned scheduled maintenance and product releases to allow the District to preview changes prior to deployment.

### **Evidence of Performance**

1. Agency has a broad client base of districts of various sizes, with different requirements and unique needs.
  2. Agency exhibits a strong, steady client retention rate within the K-12 public school market that proves its success in providing high levels of value and service to its clients.
  3. Agency provides multiple references from districts of similar size and requirements as Ogden School District.
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## **V. Technical Proposal Response**

Each respondent should set forth its most compelling case as to its ability to provide a web-based credit recovery solution, based on the scope of services required. All proposals must have page numbers and be organized in the following order to comply with the following sections:

### **1. Transmittal Letter (2 pages Maximum)**

The letter of transmittal should include: a) an introduction of the agency, including name, address, telephone number and email address of primary contact and others authorized to deal with this proposal response; b) a general statement of interest and what sets your agency apart from other potential respondents.

### **2. Executive Summary (2 pages Maximum)**

The executive summary should briefly describe the agency's philosophical approach to credit recovery in public education systems and its summarized approach to completing the scope of services outlined. Clearly indicate any options or alternatives being proposed and clearly disclose any major requirements included in the scope of services the agency cannot address.



### **3. Detailed Discussion (6 pages Maximum)**

This section constitutes the major portion of the proposal and must contain at least the following information:

- Provide a brief narrative of the web-based credit recovery system and any ancillary resources. Describe the agency organization and list of the agency's personnel available to the District.
- Briefly summarize your agency experience and overall qualifications as a web-based credit recovery solution for public school districts. Provide three (3) to five (5) references of existing clients, including name of contact, school district, size of district, address, email, and phone number.
- Provide summary resumes and credentials for the professionals anticipated to be assigned to work with the District. (Professional resumes will not count toward six page maximum).
- Provide documentation of system/technical requirements (Detailed technical documentation will not count toward six page maximum).
- Provide a statement regarding your agency's ability to provide the scope of services requested.
- Provide instructions, usernames, and passwords for accessing your program.
  - Agency must provide access for, at minimum, ten (10) reviewers.

### **4. Protected / Proprietary Information**

Protected information should be clearly identifiable and included in the *Detailed Discussion* section of the proposal. Do not incorporate protected information throughout the proposal. Rather, provide a reference in the proposal response directing readers to the specific area of this Protected Information Section.

The Government Records Access and Management Act (GRAMA), UCA § 63G-2-305, provides in part that:

The following records are protected if properly classified by a government entity:

- (1) trade secrets as defined in Section 13-24-2, the Utah Uniform Trade Secrets Act, if the person submitting the trade secret has provided the governmental entity with the information specified in UCA § 63G-2-309 (Business Confidentiality Claims);
- (2) commercial information or non-individual financial information obtained from a person if: (a) disclosure of the information could reasonably be expected to result in unfair competitive injury to the person submitting the information or would impair the ability of the governmental entity to obtain necessary information in the future; (b) the person submitting the information has a greater interest in prohibiting access than the public in obtaining access; and (c) the person submitting the information has provided the governmental entity with the information specified in UCA § 63G-2-309;

\* \* \* \* \*

And

(6) records, the disclosure of which would impair governmental procurement proceedings or give an unfair advantage to any person proposing to enter into a contract or agreement with a governmental entity, except, subject to Subsections (1) and (2), that this Subsection (6) does not restrict the right of a person to have access to, after the contract or grant has been awarded and signed by all parties.

**Pricing may not be classified as confidential or protected and will be considered public information after award of the contract.**

**Process for Requesting Non-Disclosure:** Any Offeror requesting that a record be protected shall include with the proposal a Claim of Business Confidentiality. To protect information under a Claim of Business Confidentiality, the Offeror must complete the Claim of Business Confidentiality form with the following information:

1. Provide a written Claim of Business Confidentiality at the time the information (proposal) is provided to the state, and
2. Include a concise statement of reasons supporting the claim of business confidentiality (UCA § 63G-2-309(1)).
3. Submit an electronic "redacted" (excluding protected information) copy of the proposal. Copy must clearly be marked "Redacted Version."

**An entire proposal cannot be identified as "PROTECTED", "CONFIDENTIAL" or "PROPRIETARY", and if so identified, shall be considered non-responsive unless the Offeror removes the designation.**

**Redacted Copy:** If an Offeror submits a proposal that contains information claimed to be business confidential or protected information, the Offeror must submit two separate proposals: one redacted version for public release, with all protected business confidential information either blacked-out or removed, clearly marked as "Redacted Version"; and a non-redacted version for evaluation purposes, clearly marked as "Protected Business Confidential."

All materials submitted become the property of Ogden School District. Materials may be evaluated by anyone designated by the District as part of the proposal evaluation committee. Materials submitted may be returned only at the District's option.

**5. Fee Proposal**

**Must be in a separate attachment from the technical proposal**

The District is interested in a Fee for Services arrangement under this agreement. All respondents must include a fee for services proposal.

- a. Fee proposals should enumerate any costs the District can expect to be charged and specify the types of materials and services that would

generate any additional charges; including ongoing costs, maintenance fees, technical support costs, and professional development costs.

- b. Fee proposal should include single year costs and longitudinal costs for at least a five-year period.
- c. Respondents are welcome to submit alternative fee proposals for consideration.
- d. Although all vendors will submit a fee proposal, only fee proposals from the finalists (stage 2 or beyond) will be evaluated.

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## VI. Multi-Stage Evaluation Process and Criteria

The Committee shall develop specific criteria and a rating and/or scoring methodology by which the general criteria will be evaluated. Evaluation shall be by individual rating/scoring or by group consensus or another method as deemed in the District's best interests. Based on the results of the initial evaluation, two to five respondents may be required to meet (face-to-face or online) with the selection committee for an oral presentation and comprehensive product demonstration.

Proposals, however, may be accepted without oral presentation and the District reserves the right to accept or reject any proposal. It is also the right of the District to waive any formality or technicality if determined to be in the best interest of the school district.

1. **Stage 1:** The Committee will evaluate each agency's proposal based on the listed requirements and anticipate selecting two to five respondents to continue to stage 2.
2. **Stage 2:** Based on the Committee's evaluation, it is expected that **two to five respondents** will be selected to meet (face-to-face or online) with the Committee for an oral presentation and comprehensive product demonstration. Proposals, however, may be selected without an oral presentation.
  - **Oral Presentations and Product Demonstration:** During stage 2, committee members will have the opportunity to engage with agency representatives during an oral presentation and product demonstration. This stage will provide the agency to showcase their credit recovery solution and respond to committee members' questions.
4. **Stage 3:** The Committee will convene to discuss all aspects of the evaluation process and select the web-based credit recovery solution to be presented for the Board's consideration.

### **Evaluation Weighting**

### Stage 1

Category	Weight
Credit Recovery and Adaptive Learning Requirements	70%
System and Technical Requirements	20%
Agency Qualifications, Experience, and Support	10%

### Stage 2

Category	Weight
Agency Presentation - Information Only	N/A
Limited Pilot - Information Only	N/A

### Stage 3

Category	Weight
Fee Proposal and Fee Schedule	30%
Agency's Ability to Accomplish Scope of Service <ul style="list-style-type: none"><li><i>Presentation Notes</i></li><li><i>Committee Member's Perceptions</i></li></ul>	70%

Fee Proposal will not be the sole determinant for the award. Award shall be made to the respondent deemed most capable of accomplishing the Scope of Services required, taking into account the proposals and evaluation factors here outlined.

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## VII. Term of Agreement

The Contract resulting from this RFP shall be renewable annually for up to five (5) years.

Tentative date for formal approval by the Board is **May 16, 2024**.

Effective date of contract will be **July 1, 2024**.

Annual renewal is contingent upon the District's satisfaction with the services provided and overall performance of the agency.

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## VIII. Due Date

To qualify as a responsive proposal; 1 electronic copy of the technical proposal (a redacted electronic copy of the technical proposal may also be submitted) and 1 electronic copy of the fee proposal (**as a separate attachment**) submitted through SciQuest

<https://solutions.sciquest.com/apps/Router/SupplierLogin?CustOrg=StateOfUtah>, not later than **2:00 pm** on **April 9, 2024**.

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## **IX. Tentative Timeline (Subject to modification)**

RFP Advertised: March 12, 2024

Deadline for Questions: March 26, 2024

RFP Response Deadline: April 9, 2024

Stage 1 Evaluations: April 9-16, 2024

Service Provider Demonstrations: April 23-26, 2024

Final Evaluation: April 29-May 3, 2024

Board Action: May 16, 2024

Contract Effective Date: July 1, 2024

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## **X. Questions and Contact Information**

Questions, interpretations, clarifications or communication regarding **RFP 24-015** must be submitted through Sciquest and must be submitted by noon on March 26, 2024.

Responses to any postings shall be the responsibility of:

Ken Crawford- Director of Support Services

Contact made with any other Ogden School District personnel during the RFP process concerning the RFP may be considered grounds for disqualification.

**RFP24-015** will be posted on Sciquest

<https://solutions.sciquest.com/apps/Router/SupplierLogin?CustOrg=StateOfUtah>, which is where any addenda to this solicitation will be posted, up to 24 hours prior to the closing of the bid. It is the sole responsibility of all interested offerors to ensure submittals reflect all the details of the solicitation in its entirety.