

STATE OF WASHINGTON
OFFICE OF THE SECRETARY OF STATE
WASHINGTON STATE LIBRARY DIVISION
OLYMPIA, WASHINGTON

Request for Information (RFI)
RFI 22-02

Project Title: Digital Skills Standards, Assessment, Online Learning, &
Curriculum

Response Due Date: May 31, 2022

Submit by E-mail Proposal to:

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SECTION 1

1. INTRODUCTION

1.1. PURPOSE AND BACKGROUND

Washington State Library (WSL), a division of The Office of the Secretary of State (OSOS), is looking for information on technical solutions that articulate the knowledge, skills, and abilities (standards or competencies) of a digitally literate person that includes a skills assessment with online learning and curriculum mapped to the standards.

WSL is looking for a hosted technology solution to help define, measure, and support increased acquisition of basic digital skills, that can be used by individuals directly, or facilitated by libraries, schools, community partners, and workforce agencies. These technology solutions are referred to as a Digital Skills Assessment & Learning platform.

This RFI is an opportunity for interested vendors to assist in shaping the strategy and future direction of digital skills assessment, learning and instruction across Washington state.

- WSL is requesting information from vendors that will be used for technical discovery about a Digital Skills Assessment & Learning platform. This information will NOT be used as an acquisition vehicle.
- The RFI responses will be used by WSL to gain an understanding of the online products available and their costs.
- Subsequently, WSL may choose to proceed with an acquisition process that includes evaluation, identification, selection, and implementation of an economically feasible platform.
- WSL may use the information to develop a competitive document at a near future date, which will best reflect the marketplace for these services.

WSL seeks a comprehensive, integrated, web-based, basic digital skills training solution to identify and address the digital literacy knowledge and skills gaps of Washingtonians representing all cultures and socioeconomic status. The integrated system should include:

- Self-paced and self-directed online learning ,
- Curriculum for in-person and online instruction suitable to one-on-one, small group, and classroom instruction
- Capacity for individuals to earn certifications/certificates when assessments are 'passed,' to demonstrate proficiency to educational institutions and employers.

This web-based solution, and all materials and resources described above, must be available in English and Spanish. Additional languages are preferred in the order of the number of speakers across the state; currently Chinese, Vietnamese, Russian, Tagalog, Korean, Somali, Arabic, Ukrainian, Marshallese, and Punjabi.

WSL seeks through this RFI:

- 1.1.1.** Vendors with a demonstrated record in the development and implementation of basic digital skills platforms where digital literacy standards are mapped to assessments, online learning, and curriculum
 - 1.1.2.** Identification of the method, tools, and equipment necessary for implement vendor's proposed services;
 - 1.1.3.** Characterization of your approach for identifying and creating additional digital skills competency areas
 - 1.1.4.** Translation into additional non-English languages
 - 1.1.5.** Identification of the approximate cost elements associated with these services.

1.2. RFI Process

After review of the RFI responses and assessment of the marketplace, WSL may or may not choose to issue a Request for Proposal (RFP) for these services.

Participation in the RFI process will not be mandatory requirement for any subsequent competitive procurement, although the results of this RFI may be used to build and refine an RFP. WSL, in its sole discretion, reserves the right to refrain from issuing an RFP or any other formal solicitation document for these services.

As part of this RFI, vendors responding to the RFI may be requested to schedule a demonstration of the products relevant to the categories described within this RFI.

Vendor demonstrations will be scheduled at the sole discretion of WSL and held in Olympia, Washington at a state facility to be determined by WSL. Vendors will be contacted by the RFI Coordinator to schedule a demonstration if deemed appropriate by WSL.

Note: This RFI is not a formal solicitation and no contract will be awarded as a result.

1.3. RFI Objectives

WSL is exploring ways to provide long-term benefits with the following objectives:

1.3.1. Public Access:

- Software as a service (SaaS) platform
- Accessible via internet using standard web browsers – no add-ins/plugin required
- Accessible via downloadable app from both Apple App and Google Play stores
- Website meets latest ADA compliance standards
- Easy-to-use interface appropriate to users with very limited digital skills
- Participating/licensed locations displayed on an easy-to-use interactive map that is movable, with zoom in/out, and searchable by zip code
- Self-enroll/create user account to track assessment and online learning progress
- No personally identifiable data collected
- Website, assessments, and online learning available in English and Spanish. Other non-English languages spoken by most populous emigrant populations in Washington preferred
- Mobile device and small screen compatible

1.3.2. Digital Skills Standards:

- Begins with the most basic skills and builds to encompass a broad definition of digital literacy skills
- Addresses such topics as computer and internet basics, setting up and using email, online safety/avoiding scams, productivity software applications (Google Docs, Microsoft Word, Excel, PowerPoint), social media, information literacy, privacy and security
- Supports one or more Adult Basic Education Content Standards
- Mechanism for users to self-assess their current digital skills, knowledge, and abilities over a progression of skill levels and topic areas
- Assessments mapped to defined digital skills standards and to online and instructor-led curriculum
- Post-assessment 'Skills Report' that shows competencies mastered and 'to be mastered'
- Ability to easily print assessment results in a 'printer-friendly' and .pdf format
- Easily understandable criteria for 'passing' assessments
- Ability to take assessments in either self-directed or proctored environment
- Ability to print certificates from passed assessments (user and admin)

- Offer digital badges for passed assessments that are exportable to an external Backpack service.
- 1.3.3. Instruction and Learning Resources:**
- Online courses mapped to digital literacy standards
 - Curriculum suitable for both in-person and online instructions, divided into sections to be able to teach short, discrete units less than 2 hours in length
 - Learning and instructional materials should not require more than mid-level English reading comprehension ability
- 1.3.4. Client Record Management:**
- Edit user account information (name, email, reset or generate reset password)
 - Assign users to different groups
 - Assign custom learning plan to users
 - Monitor user progress of online learning and assessments
 - Document in-person instruction, attendance/participation, topics covered, and engagement time
- 1.3.5 Administrative portal functions:**
- Add/delete staff and assign/change roles/permissions
 - Ability to edit site location record and customize information shown there
- 1.3.6 Reporting/data access**
- Download user data in .xlsx, and csv
 - Ability to build custom reports
 - Sort users by group and last usage date according to customizable range
 - Sort assessment data by individual topic/assessment and date according to customizable range
- 1.3.7 End user and admin support**
- Documentation provided for all administrative roles and end-user functionality
 - Pre-recorded video “getting started resources for administrators and end users
 - Visible, easily accessed channel for administrators and end users to contact and receive timely (within 2 business days) support from vendor
- 1.3.8 Hosted platform. Solution cannot be hosted locally by WSL**
- 1.3.9 Available 24/7/365 with at least 99.9% uptime**
- 1.3.10 Works on all current browsers**

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SECTION 2

2 RFI Timeline

2.1 Timeline Specifics

This RFI is being issued under the following *RFI Timeline*.

Activity	Deadline
RFI Issued	April 29, 2022
Deadline for questions to be submitted	May 13, 2022
Last date for answers to be sent in response to vendor questions	May 19, 2022
Vendor response due	May 31, 2022 4:00 pm

SECTION 3

3. Administrative Requirements

3.1 RFI Coordinator

Upon release of this RFI, all Responder communications concerning this RFI must be directed to the RFI Coordinator listed below.

3.2 RFI Questions

Vendors are encouraged to submit any questions to the RFI Coordinator. Vendor questions can be submitted to the RFI Coordinator by the following methods.

Mail: Mike Buschman
Office of the Secretary of State
Washington State Library Division
P.O. Box 42460
Olympia, WA 98504-2460

Email: mike.buschman@sos.wa.gov

Phone: 360-704-5248

3.3 Delivery of Responses

The OSOS requests a single copy of your response by Email or by mail to the RFI Coordinator at the address by May 31, 2022 4:00 pm.

3.4 RFI Response Contents

Vendors should respond to all requirements and questions in Section 4. Preferably to each question or request for information will appear in the order given in the RFI, and numbered in the same way as the subsection appears in the RFI.

3.5 Vendor Comments Invited

Vendors are encouraged to carefully review the RFI and submit questions for the clarification purposes in writing (E-mail to the RFI Coordinator).

3.6. Cost of Response Preparation

The OSOS will not reimburse Vendors for any costs associated with preparing or presenting a response to this RFI.

3.7. Response Property of OSOS

All materials submitted in response to this RFI become the property of the OSOS.

3.8. Proprietary or Confidential Information

Any information contained in the response that is proprietary or confidential must be clearly designated in the bottom right hand corner of the proposal.

To the extent consistent with chapter 42.17 RCW, the Public Disclosure Act, the OSOS will maintain the confidentiality of Vendor's information marked "confidential" or "proprietary". If a request is made to view Vendor's proprietary information, the OSOS will notify Vendor of the request and of the date that the records will be released to the requester unless Vendor obtains a court order enjoining that disclosure. If Vendor fails to obtain the court order enjoining disclosure, the OSOS will release the requested information on the date specified.

3.9. The OSOS reserved the right to change the RFI timeline or other portions of this RFI at any time.**3.10. Right to Cancel**

The OSOS reserves the right to cancel or reissue this RFI at any time without obligation or liability.

3.11. No Obligation to Buy

Participation in this RFI is voluntary. The OSOS will not award any contracts solely on the basis of information received in response to this RFI. Any future contract that may be awarded must comply with state procurement requirements.

The release of this solicitation document will not obligate the OSOS to make any purchases. The OSOS may utilize the results of the RFI in drafting a competitive solicitation (RFP) for the subject services.

SECTION 4**4. Vendor Response Outline**

Vendors should respond to the following six sections, and preferably in the sequence below:

4.1. Section 1 – Executive Summary

Vendors may provide an executive summary written in non-technical language to summarize the overall capability and approaches for implementing the proposed solution.

The responding Vendor is encouraged to limit the summary to no more than three (3) pages.

4.2. Section 2 – Vendor Profiles

Vendors should include a brief synopsis of their company history, background, market share, target market, and industries.

Specific experiences with implementations similar to the proposed solution may be included in this section.

If the vendor typically utilizes subcontractors in providing similar services, a brief description should be included on the type of service those subcontractors would be providing.

If the vendor recognizes a service essential to the implementation of the proposed solution, but believes it to be outside the scope of the RFI, a description of those services should be included in this section.

- 4.2.1. A short history of your company and its products / services.
- 4.2.2. What was the journey for your company to build a solution for digital inclusion?
- 4.2.3. Your market position. In what sectors do your strengths lie?
- 4.2.4. Description of formal relationships with other companies, i.e., hardware/software.
- 4.2.5. Would your company use subcontractors to provide any part of the proposed services?
- 4.2.6. Please list those subcontractors and describe your company's past experience in working with them.
- 4.2.7. Would your company have the project representative located with Washington State?
- 4.2.8. Corporate name, contact, address, e-mail address, telephone and facsimile number of vendor.

4.3. Section 3 – Working Examples of Vendor's Solution

Please provide a maximum of three working examples of your solution. WSL is interested in learning more about integrated solutions that have been implemented for state level implementations, libraries, or are used by a variety of entities (Schools (high school, adult basic education/college), libraries, community-based organizations/non-governmental organizations

Working examples of solutions that are similar in size and scope to statewide implementation across a variety of institutions and organizations (described above) would be most useful.

The OSOS may contact one or more of the organizations identified in the working examples of your OSOS-like solution in order to learn more about the functional components.

Each working example of your OSOS-like solution should include the following information:

- 4.3.1. Description of a working example of your solution;
- 4.3.2. Approximate scope of functionality and cost to implement;
- 4.3.3. Brief description of the number, and type of users supported;
- 4.3.4. Brief description for the infrastructure for the working example;
- 4.3.5. Brief description of the hardware and software needed to support the specific to the working example;
- 4.3.6. Organization name where working example of your WSL-like solution is implemented;
- 4.3.7. Name and title of the business contact person where the working example of your WSL-like solution is located;
- 4.3.8. Contact person's phone number; and
- 4.3.9. Contact person's e-mail address.

4.4 Section 4 – Technical and Administrative Response

Please provide brief, concise descriptions about the services, technical approach, and the capabilities of your company.

4.4.1 General Technical Approaches

4.4.2 Modular and Scalable Architecture

4.4.3 Admin and End-user Training & Support

4.5. Section 5 – Main Functional Components

Describe how your company would fulfill the technical requirements for each of the main components being considered. You may respond with information for any or all of the main components. We are interested in information from all kinds of businesses that may have solutions that are applicable to OSOS in Washington State.

4.6 Section 6 – Financial Response

4.6.1. The vendor is encouraged to provide non-binding, high-level pricing estimates for the services they offer, i.e., data storage, application development, software licenses, hourly rates for training and consulting, setup fees, and any other costs. Vendor should provide financial rates for all of the costs that may be incurred by the Purchaser. This pricing is informational only.

4.6.2. Based upon the information contained in this RFI, what are the approximate prices your firm would propose for the proposed solution? What does this price include?

4.6.3. Provide an estimated cost for the appropriate hardware infrastructure needed for the proposed solution.

4.6.4. Describe your firm's pricing methodology.