

# Request for Information No. 2024-15

## Common Substitute Teacher Application Platform

**STATE OF WASHINGTON**  
**OFFICE OF SUPERINTENDENT OF PUBLIC INSTRUCTION**  
**OLYMPIA, WASHINGTON**

**PROJECT TITLE:** Common Substitute Teacher Application Platform (CSTAP)

**RESPONSE DUE DATE:** 3:00 p.m., Pacific Time (PT) on Friday, June 7

**SUBMIT RESPONSE TO:** [contracts@k12.wa.us](mailto:contracts@k12.wa.us)

All communications concerning this RFI must be directed only to the RFI Coordinator via email. Any other communication will be considered unofficial and non-binding on OSPI. Consultants are to rely on written statements issued by the RFI Coordinator. Communication directed to parties other than the RFI Coordinator may result in disqualification of the Consultant.

This RFI is available at the [Office of Superintendent of Public Instruction \(OSPI\) website](#) and at the Department of Enterprise Services, [Washington Electronic Business Solution \(WEBS\) Procurement website](#). All RFI amendments and/or Consultant questions and OSPI answers will be posted to these sites. All interested Consultants must be registered with WEBS under the following commodity codes in order to receive automatic notifications: **209-12:** Computer Software For Mini And Mainframe Computers (Preprogrammed); **920-05:** Application, Infrastructure, Hosting and Cloud Computing Services; **920-04:** Applications Software (For Main Frame Systems); **208-21:** Business Intelligence Software; **918-29:** Computer Software Consulting; **208-34:** Customer Flow Management System; **209-52:** Human Resources Software; **208-53:** Integrated Software;

*OSPI, and its contractors and subcontractors, must not discriminate in any programs or services based on sex, race, creed, religion, color, national origin, age, marital status, honorably discharged veteran or military status, sexual orientation, gender expression, gender identity, disability, or the use of a trained dog guide or service animal by a person with a disability, and must comply with state and federal nondiscrimination laws, including Section 504 of the Rehabilitation Act of 1973, Title IX of the Education Amendments of 1972, the Americans with Disabilities Act, and Title VI of the Civil Rights Act of 1964. Questions and complaints of alleged discrimination should be directed to the Equity and Civil Rights Director at 360-725-6162/TTY: 360-664-3631; or P.O. Box 47200, Olympia, WA 98504-7200; or [equity@k12.wa.us](mailto:equity@k12.wa.us).*



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## Section A. INTRODUCTION

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### A.1. DEFINITIONS

Definitions for the purposes of this RFI include:

**Agency or OSPI** – The Washington State Office of Superintendent of Public Instruction; the entity issuing this RFI.

**Amendment** – A unilateral change to the Solicitation that is issued by OSPI at its sole discretion and posted on WEBS and OSPI's website.

**Certificate** – Certificates authorized by WAC 181-79A-140, including teacher, vocational (CTE), administrator, educational staff associate, and limited certificates and to temporary permits authorized by WAC 181-79A-128.

**Certified Employee** – A person who holds a professional education certificate issued by OSPI and either is employed by a school district in a position for which such certificate is required by statute, rule of the PESB, or written policy or practice of the employing district (WAC 392-121-200) or is employed by a contractor in a position for which such certificate is required. See duty codes 630 and 640 (WAC 392-121-201 and 392-121-206).

**Classified Employee** – Any person employed by a district in a position that is not a certified employee staff position.

**Consultant** – Individual organization, public or private agency submitting a response to this RFI.

**Educational Service District (ESD)** – There are nine Educational Service Districts in Washington State that equalize educational opportunities and provide a more effective reporting and accountability system to the state legislature.

**Educator** – Educators provide instruction or services for student learning and well-being regardless of certification status. Educators include classroom teachers, principals and other school leaders, district administrators, paraeducators (instructional role), education staff associates (ESAs) such as school counselors, school nurses, school psychologists, school behavior analysts, school occupational therapists, school orientation and mobility specialists, school physical therapists, school social workers, and school speech language pathologist/audiologists.

**Local Education Agency (LEA)** – Includes districts, state-tribal education compact schools, and public charter schools.

**Proprietary Information** – Information such as patents, technological information or other related information that the Bidder or Consultant does not want released or shared with the public.

**RCW** – The Revised Code of Washington is the set of permanent laws in force in the state.

**Request for Information** – A document issued when an agency is seeking additional information about services in the marketplace.

**Response** – A formal response submitted to OSPI regarding this RFI.

**RFI Coordinator** – An individual or designee who is employed by OSPI and who is responsible for conducting this Solicitation.

**School Employee** – All school employees are categorized as either certificated or classified employees.

**Solicitation/Procurement** – A formal process providing an equal and open opportunity for Consultants culminating in a selection based upon predetermined criteria.

**Substitute Teacher** – Teacher who holds a substitute teacher certificate and is assigned as a temporary replacement for other classroom teachers assigned duty codes 310, 320, 330, and 340. Substitute teacher instructs students in self-contained classes or courses in a classroom situation for which daily student attendance is kept or in ungraded classes, special education, gifted, disadvantaged, early childhood, home or hospital, and adult education.

**WAC** – Washington Administrative Code – State agency rules, similar to RCW, these regulations are a source of primary law.

**WEBS** – Washington’s Electronic Business Solution, the Consultant notification system found at [Washington Electronic Business Solution \(WEBS\) Procurement website](#) and maintained by the Washington State Department of Enterprise Services. Consultants are encouraged to register with WEBS to receive automatic notifications about this and other procurements.

## **A.2. PURPOSE OF REQUEST FOR INFORMATION**

The Office of Superintendent of Public Instruction (OSPI) is initiating this Request for Information (RFI) to solicit information from entities that have or are capable of developing and/or configuring and deploying a software solution to create a common substitute teacher application platform that can be readily accessed by Washington state substitute teachers searching for vacancies, and districts recruiting substitute teachers. The platform will reduce redundant job searching and job applications for substitute teachers and provide a streamlined recruiting system to attract and recruit substitute teachers. The platform will build and maintain

a real-time substitute teacher pool for districts in demand for long-term and/or short-term needs.

Washington State Engrossed Substitute Senate Bill (ESSB) 5187 Section 501(1)(k) "requires OSPI to plan for the development and implementation of a common substitute teacher application platform." The output of this RFI will directly support OSPI's recommendations to the legislature in support of funding a common substitute teacher application platform. Subsequently, as an extended effort of the common substitute teacher application platform, the platform will serve as a statewide K-12 staff recruitment system which will be accessed by all educators, educator candidates, and classified staff.

NOTE: This Request for Information is not a competitive solicitation, nor an invitation for bids, and will not result in the award of a contract. It is intended to obtain information that may assist OSPI in determining the availability of solutions and services that may be required by OSPI to support our business needs and priorities. Participation in this RFI is voluntary and responses are not considered proposals.

### **A.3. BACKGROUND**

Led by Superintendent Chris Reykdal, OSPI is the primary agency charged with overseeing public K-12 education in Washington state. Working with the state's two hundred ninety-five (295) public school districts, seven (7) state-tribal education compact schools, and public charter schools, OSPI allocates funding and provides tools, resources, and technical assistance so every student in Washington is provided a high-quality public education. For the purposes of this RFI, these groups are considered Local Education Agencies (LEAs).

#### **Common Substitute Teacher Application Platform (CSTAP)**

The Washington State Legislature has mandated OSPI to create a plan for the implementation of a common platform for the substitute teacher application process. (Common, in this context, means that it can be applied equally to each Washington state LEA.) Attracting and recruiting effective educators is one of the key components to close educational equity gaps in student access to effective educators. The current process to search and apply for Washington State substitute teacher positions requires job candidates to access multiple recruitment systems and create redundant educator profiles and job applications. Each recruitment system is hosted by individual LEAs and/or Educational Service Districts (ESD). These segmented recruitment systems prevent efficient job searches by K-12 school employees and future candidates, and LEAs from effectively attracting and recruiting from a larger candidate pool.

These existing segmented recruitment systems also make it difficult to track educator vacancy data at a statewide level, which subsequently prevents evaluating support needs for recruitment.

Washington state is interested in a CSTAP system that must **(MANDATORY REQUIREMENTS):**

- Provide a single application system for substitute teachers to apply for statewide job vacancies across all districts - short-term and long-term durations (e.g., 1-day, entire school year, etc.)
- Provide a centralized recruiting system for LEAs to effectively attract and recruit substitute teachers.
- Provide and maintain real-time active substitute teacher pools to meet LEAs' substitute teacher needs.
- Provide statewide data to support recruitment efforts.
- Interface with existing LEA recruitment systems and staff pools to share data (e.g. job applications, job posts, substitutes opting into staff pools).

The Washington state CSTAP system could **(ENHANCEMENTS):**

- Be expanded to include recruitment functionality for all education-related job types.
- Be expanded to include staff pools for other education-related job types.
- Be expanded and flexible to provide similar functionality for future programs (i.e., matching education career-minded individuals to education-related organizations). For example, these programs may include teacher residencies and teaching internships.

ESSB 5187 Section 501(1)(k) requires OSPI to determine the plan to implement a recruitment solution for substitute teachers only, however the scope of funding in Fiscal Year 2025 will extend to include recruitment functionality for all education-related jobs, such as classified staff and certificated staff including substitute teachers.

We invite consultants who are considering entering this market as well as those who already have a product to respond to this RFI. However, both Washington Technology Solutions (WaTech), which leads the implementation of a strategic direction and enterprise architecture for information technology and oversees the portfolio of major IT projects for state government, and OSPI's Information Technology Services (ITS) look favorably on employing Commercial, Off-the-Shelf (COTS) systems instead of custom application development projects for the following reasons:

- Cost-effectiveness
- Time efficiency
- Reliability and stability
- Scalability
- Vendor support and maintenance
- Regulatory compliance
- Access to advanced features and technologies
- Reduced risk

OSPI will create a report for the Washington State Legislature based in part on the RFI responses, and anticipates—but cannot guarantee—being granted funding by that body in order to procure, via an RFP process, a CSTAP or broader employment application beginning in State Fiscal Year 2025. Further action on the part of OSPI is reliant upon that intervention by the Legislature.

Consultants are encouraged to include the cost and timeline to implement the MANDATORY requirements and a separate cost and timeline to implement the MANDATORY and ENHANCEMENTS requirements in their response.

## **A.4. OBJECTIVE AND SCOPE OF WORK**

### **A.4.i. Objective:**

During the 2023 session, Washington State Legislature required OSPI to develop a plan to meet the requirements of a common substitute teacher platform. The legislation is specific to providing functionality for substitute teachers only; however, OSPI requests that RFI respondents categorize additional impacts and costs to expand the platform to include other education-related job types, including but not limited to administration, para-educators, educators, bus drivers, maintenance, and support staff. OSPI is seeking this information to build a thorough legislative plan to include the minimum requirements for substitute teachers (mandatory), but also provide further system functionality information that supports all education-related recruitment efforts (enhancement).

OSPI's ultimate goal is to attain a system which includes all functionality that LEAs typically use and want for their system, so that the statewide recruitment system is efficient and effective to attract, recruit, and hire substitute teachers, educators, and other K-12 staff.

### **A.4.ii. Scope of Work:**

The functional requirements are the specific capabilities and features that a technology solution must have to meet the needs of the business or agency. The requirements define what the system must do, and the expected outcomes it must produce. The functional requirements relate to business processes and operations, such as user experience, workflow management, and reporting. They are critical to ensuring that the technology solution fully meets the business needs and can perform the tasks efficiently and effectively.

The functional requirements specified in Exhibit A are provided as a Minimum Viable Product (MVP). These user stores reflect the minimum requirements necessary to meet

the intent of the legislative request and should be addressed in the response. OSPI is also requesting a second proposal or stand-alone section that includes nice-to-have functionality to include all other education positions beyond the substitute teacher.

The technical requirements specified in Exhibit A are the characteristics that a technology solution must possess. These requirements relate to performance, security, reliability, usability, and scalability, and are concerned with how the system operates, rather than what it does. The technical requirements are critical to ensuring that the technology solution can perform its required tasks in a way that is efficient, effective, and reliable, and can meet the needs of the business and agency over the long term.

## Section B. GENERAL INFORMATION

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### B.1. RFI COORDINATOR

The RFI Coordinator is the sole point of contact in OSPI for this RFI. All communication between the Consultant and OSPI upon receipt of this RFI shall be with the RFI Coordinator, as follows:

<b>Name:</b>	Kyla Moore
<b>Address:</b>	600 Washington Street South PO Box 47200 Olympia, WA 98504-7200
<b>Email Address:</b>	<a href="mailto:contracts@k12.wa.us">contracts@k12.wa.us</a>

### B.2. QUESTIONS & ANSWERS

Any questions or communications concerning this RFI must be directed only to the RFI Coordinator noted in Section B.1. Questions and/or inquiries must be sent via email and should include the RFI number. Consultants are to rely on written statements issued by the RFI Coordinator. Communication directed to parties other than the RFI Coordinator will be considered unofficial and non-binding on OSPI, and may result in disqualification of the Consultant.

### B.3. ESTIMATED SCHEDULE OF ACTIVITIES

Item	Action	Date
1.	OSPI issues RFI	5/16/2024
2.	Responses due	6/7/2024
3.	Interview and demonstration of consultants' product(s) and RFI response	6/10/2024- 6/21/2024

OSPI reserves the right to revise the above schedule.

### B.4. PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Your entire response to this RFI is a public record and will be disclosed consistent with the Public Records Act, Chapter 42.56 RCW.

#### B.4.i. CONFIDENTIAL DOCUMENTS

For the purposes of this RFI, do not include confidential or proprietary information unless specifically requested by OSPI.

If OSPI requests confidential or proprietary information, you must clearly print the word "Confidential" on the lower right-hand corner of each page containing the confidential or proprietary information.

#### **B.4.ii. PUBLIC RECORDS REQUESTS**

If a public records request seeks your response and the response contains pages clearly marked "Confidential," OSPI will take the following steps:

- i. We will notify you. We will identify the requestor and the date that OSPI will disclose the requested records.
- ii. We will give you an opportunity to seek a court order to stop OSPI from disclosing the records.
- iii. We will not evaluate or defend your claim of confidentiality. We will not withhold or redact your documents without a court order.

If you have any questions, refer to the [OSPI Public Records Office](#).

#### **B.5. ADDENDUMS AND AMENDMENTS TO THE RFI**

In the event it becomes necessary to revise any part of this RFI, an addendum or an amendment will be published on the [OSPI website](#). For this purpose, the published Consultant questions and Agency answers, and any other pertinent information, shall be considered an addendum to the RFI. Additionally, all addenda referred to above will be released on WEBS under the commodity code(s) listed on the cover page of this RFI. Only consultants who have properly registered in WEBS will receive automatic notification of amendments or other correspondence pertaining to this RFI. For those not registered in [WEBS](#), it will be the responsibility of interested Consultants to check the website periodically for addenda and amendments to the RFI.

#### **B.6. SMALL BUSINESS, MINORITY & WOMEN'S BUSINESS ENTERPRISES (MWBE), AND VETERAN-OWNED BUSINESS PARTICIPATION**

In accordance with the legislative findings and policies set forth in chapter [39.19 RCW](#), the State of Washington encourages participation in all of its contracts by firms certified by the Office of Minority and Women's Business Enterprises (OMWBE). Participation may be either on a direct basis in response to this RFI or on a subcontractor basis. For more information on certification, contact the [Washington Office of Minority and Women's Business Enterprises](#).

43.60A.200 encourages the participation of Veteran and Service Member Owned Businesses certified by the Washington State Department of Veterans Affairs RCW [43.60A.195](#). For more information on certification, contact [Washington State Department of Veteran Affairs](#).

Additionally, per Department of Enterprise policy, agencies are encouraged to buy from in-state small business, including microbusinesses and minibusinesses.

However, no preference will be included in the evaluation of responses, no minimum level of MWBE participation shall be required as a condition for receiving an award, and response will not be rejected or considered non-responsive on that basis. Any affirmative action requirements set forth in federal regulations or statutes included or referenced in the contract documents will apply.

#### **B.7. ETHICS, POLICIES, & LAW**

This RFI and review of responses shall be made in conformance with applicable Washington State laws and Policies.

#### **B.8. COSTS OF RESPONSE PREPARATION**

OSPI will not be liable for any costs incurred by the Consultant in preparation of a response submitted in response to this RFI, in conduct of a presentation, or any other activities related to responding to this RFI.

#### **B.9. NO OBLIGATION TO CONTRACT**

This RFI does not obligate the State of Washington or OSPI to contract for services specified herein. OSPI also reserves the right to cancel or to reissue the RFI in whole or in part, prior to execution of a contract without penalty.

Any future contract(s) that may be awarded from a subsequent procurement will comply with state procurement requirements. This document does not obligate OSPI to issue a competitive procurement, to evaluate the services of any responding organization, or to enter into any contract. OSPI has not yet determined whether it will issue a competitive procurement to procure the services described in this RFI. OSPI may utilize the results of this RFI in drafting a competitive procurement.

#### **B.10. AMERICANS WITH DISABILITIES ACT**

OSPI complies with the Americans with Disabilities Act (ADA). Consultants may contact the RFI Coordinator to receive this Request for Information in an alternative format.

## Section C. CONSULTANT RESPONSE

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### C.1. CONSULTANT RESPONSE

Your voluntary response to this RFI is greatly appreciated. OSPI reserves the right to freely utilize any ideas and information received as a result of this RFI in developing potential solutions to OSPI's requirements.

Interested parties shall submit responses as an attachment to an email to the RFI Coordinator noted in Section B.1. **Responses must arrive by 3:00 p.m. in Olympia, WA, on June 7, 2024.** The RFI number must be noted in the email subject line. Attachments to the email shall be Microsoft Word format or in Portable Document Format (PDF). Zipped files may be received by. OSPI does not assume responsibility for any problems with the electronic delivery of materials.

Responses not received by the deadline will not be reviewed. Late responses will not be accepted and will be automatically disqualified from further consideration. Responses must respond to the information requested. Do not respond by referring to material presented elsewhere. The response must be complete and must stand on its own merits.

### C.2. RESPONSE QUESTIONNAIRE

Please provide the following information and include it with a brief cover letter submitting your response. Please provide a response to each of the following questions in the space provided and/or designate a supplemental document with clear organization for which question is being answered.

OSPI QUESTION	CONSULTANT RESPONSE
1. Name of Agency or Consultant who is responding to this RFI, including name, email, and phone number the most appropriate person to contact should OSPI have any follow-up questions.	
2. Does your organization offer a product that meets the one described in this RFI that is current on a <a href="#">DES-approved Statewide Contract</a> ? If so, please provide the contract reference.	

OSPI QUESTION	CONSULTANT RESPONSE
3. What is your organization's experience implementing similar product(s) for a large public entity (more than 100,000 participants)?	
4. What is your organization's experience coordinating with multiple other stakeholders (e.g., LEAs) to implement your product(s), coordinate solutions, and gain acceptance?	
5. What operating platform(s) does your product(s) operate on? What device(s) are your product(s) compatible with?	
6. What is your organization's experience providing Software as a Service, with data storage in the cloud?	
7. How is your product's fee structure based (e.g., annually, monthly, per participant)?	
8. Provide a cost model to support the effort to implement the project's MVP.	
9. Provide an extended cost model to include ENHANCEMENT functionality.	
10. What is the estimated duration of the project (for MVP)? And the duration to include ENHANCEMENT functionality?	
11. Describe the support offering that your company provides? Do you support the product with internal staff or through a 3 <sup>rd</sup> party?	
12. Response to the technical requirements specified in Exhibit A.	

### C.3. CONSULTANT RESPONSE TO BUSINESS AND TECHNICAL REQUIREMENTS

Business and Technical Requirements can be found in Exhibit A, included as a separate Excel file. Consultants must respond to each MANDATORY requirement as directed in the instructions tab.

After reviewing the responses, OSPI may contact some or all Consultants with follow up questions or request a demonstration or presentation to OSPI.