



**November 7, 2018**

## **Request for Information (RFI) Announcement**

### **Workforce Management Solution**

#### **I. Introduction**

The Puerto Rico Department of Education (PRDE), which as the fourth-largest school district in the nation, serves over 300,000 students at 857 schools and manages 50,000 employees, announces that it will enter into a process for the acquisition of Workforce Management Solution software to be implemented in the 2019-2020 school year.

The forthcoming acquisition process will be made pursuant to a Request for Proposal (“RFP”), to be released in the near future, and is one in a series that seeks to address and improve the software solution ecosystem at PRDE. The PRDE seeks a new set of data systems that can be deployed to their full potential both individually and collectively in support of our schools and communities.

The purpose of this Request of Information (“RFI”) is solely for the PRDE to familiarize itself with the latest offerings and capabilities in the market. THIS IS NOT A REQUEST FOR PROPOSAL. THE PRDE WILL NOT ENTER INTO AN AGREEMENT FOR THE ACQUISITION OF A WORKFORCE MANAGEMENT SOLUTION PURSUANT TO THIS RFI. ANY ACQUISITION OF A WORKFORCE MANAGEMENT SOLUTION BY THE PRDE WILL BE MADE PURSUANT TO A SEPARATE RFP PROCESS. NOTHING IN THIS RFI AND THE PROCESS TO BE UNDERTAKEN UNDER THE RFI WILL BE INTERPRETED TO MEAN THAT THE PRDE HAS ENTERED INTO ANY OBLIGATION, OF ANY KIND WHATSOEVER, WITH REGARD TO ANY PARTICIPANT OR VENDOR OF THIS PROCESS.

#### **II. Background Information**

The purpose of this RFI is two-fold: 1) learning more about current Workforce Management Solutions in the marketplace 2) ensuring a broad participation of qualified vendors in the RFP to be released by the PRDE shortly.

The needs that drive this RFI are particularly acute given that the PRDE has utilized a custom-built software solution over the past decade and therefore, has a need to learn about the latest developments and offerings available in the market. In addition to the technical considerations

being prioritized, the PRDE views the adoption of a Workforce Management System as an integral component of a larger transformation, modernization, and disaster recovery effort.

The current challenges faced by the PRDE include: challenges with its various data systems and the lack of integration between them, insufficient training and support for users, and unreliable and incomplete data availability. The software solution adopted should seek to address these challenges holistically.

### III. Understanding the PRDE context

PRDE is undergoing a comprehensive and rapid transformation, addressing questions of infrastructure, student and staff performance, and equity and quality. PRDE has over 300,000 students at 857 schools, in 7 regions across the island, served by approximately 50,000 employees located at school sites, regional offices, and a central office. PRDE has taken a piecemeal approach to systems and data management out of necessity, seeking stop-gap solutions to fill an immediate need using limited resources. The impact of this approach was tangibly felt in the aftermath of Hurricanes Irma and Maria, when PRDE was unable to track employee and student attendance to ensure employees were safely accounted for following the hurricanes, when connectivity, mobility / accessibility, and resources were extremely limited.

These system gaps were further magnified with the start of the 2018-2019 school year, when the reopening of the new network of schools brought new school assignments for both students and educators across hundreds of schools. Due to continuing challenges with its various data systems, the lack of integration between them, and insufficient training and support for users, PRDE seeks a new set of data systems that can be deployed to their full potential both individually and collectively in support of our schools and communities.

The acquisition of these systems come at a critical time for PRDE; transformation within the PRDE is taking place on a massive scale, one that includes far more than just reassigning our human resources and rebuilding our physical infrastructure. PRDE is making large investments in deeply underserved technology needs (Wi-Fi installations in all schools, bandwidth upgrades, device accessibility for students and teachers), redefining school culture, and empowering Regional Education Offices as leaders, managers, and decision makers for the betterment of our student and teacher populations. The need for modern systems tailored to our specific needs has never been greater.

In the pursuit of transparency, safety, coordination, and efficiency, PRDE seeks to take a comprehensive approach to employee, pupil, and resource management to create a single, integrated ecosystem where critical data is measured, recorded, and leveraged to make strategic decisions about people and other resources.

This long-term vision will be achieved through the integrated deployment of staff, student, and educational management solutions, and must be focused on meeting the diverse, complex, and highly integrated needs of the school system environment. See below for examples of key questions we expect our data systems will enable us to answer efficiently and accurately when they are effectively integrated to support our strategic needs:

- **Who are our constituents and how do we provide for their needs?** Who are our students, staff, and families? What are their specific situations, needs, and skills, and how can we use our information systems to drive resource allocation and to provide the safest, most efficient, and highest-quality education possible?
- **How are our constituents utilizing their time?** Do we know when our students and teachers are in schools? Do the daily activities comply with what we understand to be a basic academic offering? Do we have underutilized human resources that could be deployed in a different way to maximize the value we are creating in the operating system, and how do our information systems help us identify these opportunities to better direct our excess capacity against our targeted outcomes?

#### IV. Specifications

We are looking for an enterprise solution for our Workforce Management System. The solution should be able to manage over 50,000 employees in different categories and classifications. It should include regular HR transactions, certifications and professional development information, evaluation, benefits, self-service portal, basic and ad-hoc reporting at all levels, online, offline capabilities, document upload, online recruitment, and time and attendance. Integration with Peoplesoft Financial is a must, as are integration capabilities with other systems such as student information systems and time and attendance systems. In addition, vendors are required to have experience serving the needs of school systems and all software solutions should have full bilingual language capabilities in both English and Spanish.

#### V. Submission Guidelines

Vendors wishing to participate in this process should submit a Statement of Capabilities (SOC) consisting of the following components:

- header that includes vendor name, address, company, technical point of contact, with printed name, title, email address and date
- documentation of experience serving the needs of K-12 school systems
- evidence of deploying software solutions with full bilingual language capabilities in both English and Spanish
- a summary of the vendor's system and service offerings as it aligns with the specifications noted above:
  - functionalities that address regular HR transactions, certifications and professional development information, evaluation, benefits, self-service portal, basic and ad-hoc reporting at all levels, online, offline capabilities, document upload, online recruitment, and time and attendance.
  - integration with Peoplesoft Financial

- integration capabilities with other systems such as student information systems and time and attendance systems

as well as information regarding software capabilities, principal functions, and other key features

- **OPTIONAL:** additional marketing or informational documentation regarding the product such as, but not limited to, product descriptions or other standard, non-customized materials

The PRDE may decide to host information sessions for vendors who participate in this RFI. In such case the PRDE will offer a series of timeslots to gather information around the products, standard offerings and capabilities associated with their services and products. Time and date for these sessions will be informed to participating vendors.

Respondents should note that participation in the RFI process is not a prerequisite for participation or consideration in any of the RFP processes sponsored by the Department. Participation in this RFI process also does not indicate that PRDE will contract for any of the items and/or services discussed in this notice.

#### VI. Submission Instructions

- a. Responses are requested by November 16, 2018.
- b. **All responses should be in PDF format and emailed to the technical point of contact: Marie Ortiz, Chief Information Officer: ortiz\_n@de.pr.gov.** The subject line of the email should read as follows: "RFI: Workforce Management Solution"

The PRDE will review all submissions and, at its total discretion, may contact vendors to schedule information sessions. All information submitted as part of the process will be reviewed by agents of the PRDE.