

STATE OF UTAH

**SOLICITATION NO. TS10002**

STATEWIDE STUDENT ID SYSTEM (SSID)

RESPONSES ARE DUE PRIOR TO:

Aug 12, 2009 3:00:00 PM MDT

RESPONSES MAY BE SUBMITTED ELECTRONICALLY TO:www.bidsync.comRESPONSES MAY BE MAILED OR DELIVERED TO:

State of Utah
Division of Purchasing
3150 State Office Building, Capitol Hill
Salt Lake City, Utah 84114-1061

Bid TS10002 STATEWIDE STUDENT ID SYSTEM (SSID)

Bid Number TS10002
 Bid Title STATEWIDE STUDENT ID SYSTEM (SSID)

Bid Start Date Jul 22, 2009 3:41:10 PM MDT
 Bid End Date Aug 12, 2009 3:00:00 PM MDT
 Question & Answer End Date Jul 29, 2009 3:00:00 PM MDT

Bid Contact Tracey Stevens
 Purchasing Agent
 State of Utah
 Tstevens@utah.gov

Contract Duration See Specifications
 Contract Renewal See Specifications
 Prices Good for See Specifications

Bid Comments ALL QUESTIONS concerning this solicitation MUST be submitted via the BIDSYNC electronic system. PLEASE SUBMIT QUESTIONS EARLY TO ALLOW FOR MAXIMUM TIME TO REVIEW ANSWERS.

 SUPPLIERS ARE ENCOURAGED TO SUBMIT RESPONSES BEFORE THE STATED END DATE TO ALLOW FOR UNFORESEEN CIRCUMSTANCES RELATED TO SUBMISSION PROCESS. LATE RESPONSES CANNOT BE ACCEPTED.

If you have trouble submitting your response or attaching documents in the BIDSYNC site, please contact Vendor Customer Support at (801) 765-9245.

Item Response Form

Item TS10002-1-01 - PRICING TO BE SUBMITTED PER SPECIFICATION
 Quantity 1 contract
 Prices are not requested for this item.
 Delivery Location State of Utah
 See Specifications for Details
 *
 * UT *
 Qty 1
 Description
 n/a

REQUEST FOR PROPOSAL

State of Utah Statewide Student Identifier Extension

Solicitation # TS10002

PURPOSE OF REQUEST FOR PROPOSAL (RFP)

This RFP solicits the development and implementation of extended services and components for the Utah Public Education Statewide Student ID system, or SSID. These extensions must work within the School Interoperability Framework (SIF) architecture of the Utah eTranscript and Record Exchange (UTREx). UTREx is currently under development and is scheduled for completion for the 2010-2011 school year.

In the UTREx system, when a Local Education Agency (LEA) enrolls a student, requests a student's records or sends a student's data to another entity within the system, the student must have a statewide student identifier (SSID). Within the current SSID system, finding or creating and then assigning an SSID to a student is a combination of batch and manual processes. The extension of the SSID system to make these processes more automated will ease the burden on local staff while providing more accurate and timely student data for all. Throughout this document, these collective services and components needed to extend the SSID system in such a manner will be referred to as simply the "Extension".

BACKGROUND

In the fall of 2005 the Utah State Office of Education (USOE) and its LEAs jointly deployed the Utah SSID system. While providing a valuable benefit to the quality of Utah's longitudinal education data, the process of finding SSIDs, assigning SSIDs and resolving partial and multiple SSID matches is not fully automated. As described in Attachment B the current process involves the transmission and processing of batch files of student attributes to and from the USOE by the LEAs.

Currently, all student level data records exchanged between LEAs, between the LEAs and the USOE and from the LEAs or the USOE to Utah System of Higher Education (USHE) must contain this unique identifier for each student. While some batch SSID processes will continue to be utilized for bulk management of SSIDs, better technology is needed for integrating the management of SSIDs with UTREx and the state's student information systems (SISs).

As new and transfer students enroll in LEAs, one of the first things that must be done to complete the process is the determination of the student's SSID. This requires an LEA registrar (secretary, clerk, counselor etc.) to find the SSID the student was assigned in the past or assign a new SSID. This process sometimes involves the resolution of ambiguities that result when the student attributes the LEA's SIS has and those on file in the SSID central database result in partial or multiple matches. Multiple matches occur if the registrar is unable to find a unique SSID that matches all the student's attributes (e.g. first name, last name, middle initial, date of birth, gender and possibly prior school enrollments).

In order to further automate these processes, services and components will need to be added to the existing SSID system and be integrated into UTREx. UTREx includes SIF agents and zones connecting

the nine student information system (SISs) currently in use within Utah's 41 school districts and 70 charter schools. The requested Extension will create, retrieve, verify or update the SSID of a student already enrolled in or being enrolled in a Utah LEA.

ISSUING OFFICE AND RFP REFERENCE NUMBER

The State of Utah Division of Purchasing is the issuing office for this document and all subsequent addenda relating to it, on behalf of the Utah State Office of Education. The reference number for the transaction is Solicitation # TS10002. This number must be referred to on all proposals, correspondence, and documentation relating to the RFP.

SUBMITTING YOUR PROPOSAL

Proposals must be received by the posted due date and time. Proposals received after the deadline will be late and ineligible for consideration.

The preferred method of submitting your proposal is electronically through BidSync (formerly RFP Depot.) However, if you choose to submit hard copies, one original and nine identical copies of your proposal must be received at the State of Utah Division of Purchasing, 3150 State Office Building, Capitol Hill, PO Box 141061, Salt Lake City, Utah 84114-1061.

When submitting a proposal electronically through BidSync, please allow sufficient time to complete the online forms and upload documents. The solicitation will end at the closing time listed in the RFP. If you are in the middle of uploading your proposal at the closing time, the system will stop the process and your proposal will not be received by the system.

Electronic proposals may require uploading of electronic attachments. BidSync's site will accept a wide variety of document types as attachments. However, the submission of documents containing embedded documents (zip files), mov, wmp, and mp3 files are prohibited. All documents should be attached as separate files. Proposals must be received by the posted due date and time. Proposals received after the deadline will be late and ineligible for consideration.

LENGTH OF CONTRACT

The contracted work resulting from this RFP must be completed and fully operational by July 30, 2010. The system shall be paid for in progressive monthly payments-

The Contract resulting from this RFP will be for a period of one year.

The contract may be extended beyond the original contract period on a year-to-year basis for up to four (4) additional years at the State's discretion and by mutual agreement.

PRICE GUARANTEE PERIOD

All pricing must be guaranteed for the entire term of the contract. Requests for price adjustment must include sufficient documentation supporting the request. Any adjustment or amendment to the contract will not be effective unless approved by the State Director of Purchasing. The State will be given the immediate benefit of any decrease in the market, or allowable discount.

WORK MADE FOR HIRE

The purchaser or the USOE and offeror agree that all data and work products (collectively called the "Work Product") produced pursuant to this contract, specifically for USOE, are the property of the USOE and shall be considered work made for hire under the U.S. Copyright Act, 17 U.S.C. §101 et seq, and shall be owned by the USOE.

ESCROW SOURCE CODE

To protect against the risk of a vendor going out of business and no other vendor assuming the support of any purchased/licensed/leased software that might be under contract, the USOE requires that the vendor agree to hold all source code used in said purchased/licensed/leased software in escrow and be turned over to the USOE in the event the vendor does go out of business.

STANDARD CONTRACT TERMS AND CONDITIONS

Any contract resulting from this RFP will include, but not be limited to; the State's standard terms and conditions (see Attachment A).

QUESTIONS

All questions must be submitted through BIDSYNC (formerly RFP Depot.) Answers will be given via the BIDSYNC site.

DISCUSSIONS WITH OFFEROR'S (ORAL PRESENTATION)

Oral presentations or demonstrations of the product by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offeror's expense. Some of the offerors may be asked to provide live demonstrations of products similar to those being proposed with working LEA(s) and state(s).

PROTECTED INFORMATION

The Government Records Access and Management Act (GRAMA), Utah Code Ann., Subsection 63-2-304, 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 if the person submitting the trade secret has provided the governmental entity with the information specified in Section 63-2-308 (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 Section 63-2-308;

* * * * *

(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 that this Subsection (6) does not restrict the right of a person to see bids submitted to or by a governmental entity after bidding has closed;

GRAMA provides that trade secrets, commercial information or non-individual financial information may be protected by submitting a Claim of Business Confidentiality.

To protect information under a Claim of Business Confidentiality, the offeror must:

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 (Subsection 63-2-308(1)).
3. Submit an electronic "redacted" (excluding protected information) copy of your proposal response. Copy must clearly be marked "Redacted Version."

A Claim of Business Confidentiality may be appropriate for information such as client lists and non-public financial statements. Pricing and service elements may not be protected. An entire proposal may not be protected under a Claim of Business Confidentiality. The claim of business confidentiality must be submitted with your proposal on the form which may be accessed at:

<http://www.purchasing.utah.gov/main/Contractinfo/ConfidentialityClaimForm.doc>

To ensure the information is protected, the Division of Purchasing asks the offeror to clearly identify in the Executive Summary and in the body of the proposal any specific information for which an offeror claims business confidentiality protection as "PROTECTED".

All materials submitted become the property of the state of Utah. Materials may be evaluated by anyone designated by the State Superintendent as part of the proposal evaluation committee. The proposal evaluation committee will make final recommendations to the State Superintendent who will then make a final selection. Materials submitted may be returned only at the State's option.

SCOPE OF WORK

The use cases that follow describe the features the Extension needs to add to the current SSID system with a high degree of specificity. This is done with the expectation of providing the offeror a clear and unambiguous understanding of what is being required. USOE will allow for some deviation in how the actual implementation details are proposed so long as the essential functionality is provided. All implementations must utilize UTREx's SIF infrastructure and also build on the existing database and software components already in place for the USOE's SSID system.

The USOE understands the current SIF StudentLocator object (6.17.4) may not fully support all of the use cases. The offeror being awarded the contract must work with School Interoperability Framework Association (SIFA) to provide all of the use cases through the existing version of the StudentLocator object or have it extended to do so.

This RFP is designed to provide interested offerors with sufficient basic information to enable them to submit proposals meeting the minimum specifications of the Extension. However, it is not intended to limit a proposal's content or exclude any relevant or essential data.

Requested SSID Use Cases (New, Retrieve, Verify, Update)

When a student enrolls in an LEA and a new master record is created, the SIS will instruct an SIS SIF agent connected to the SIS to issue a SIF StudentLocator request to the SSID system. The SSID system will respond with a new SSID or a retrieved SSID that already exists for the student in the state SSID database.

When a previously active student is re-enrolled or reactivated in the SIS or the LEA registrar enters an SSID for a new student who self-reports or provides documentation that includes an SSID from a prior Utah enrollment, the SIS will instruct an SIS SIF agent to issue a SIF StudentLocator request to verify the existing SSID.

When any of the five primary SSID attributes or the school in which the student is enrolled within the LEA change in a student's master record in an SIS, the SIS will instruct an SIS SIF agent connected to the SIS to issue a SIF StudentLocator request to update those SSID field(s) in the existing state SSID database.

These transactions will occur using the existing UTREx SIF zones and the SIF v2.3 StudentLocator object, an SSID SIF agent connected to the existing SSID system's database and any additional new software components needed to interface the existing SSID's services to the StudentLocator object via this new SSID SIF agent.

Using the following Business Rules the Extension will process the data elements of the StudentLocator request and, using the existing SSID database, may construct a StudentLocator response that will be processed by the SIS SIF Agent to update the SIS with the correct SSID for the student. Otherwise, the Extension will record the occurrence of some event that may need resolution and inform the LEA registrar to take some action. Since these rules are based in large part on the existing SSID system

processes, applicable sections of Attachment B, the USOE SSID User Manual, will be frequently referenced in the remainder of this document.

The Extension will implement these rules through the described SIF agents and one or more of the following options:

1. Development of new Extension component(s)
2. Use of an API developed for the existing SSID system
3. A combination of #1 and #2.

Please follow these conventions when reading the following rules.

- A parenthetical expression like: (see: A-1.5.2) refers to Attachment B, section 1.5.2.
- The word “attribute” refers to the data elements described in sections A-1.2 and A-1.6.2.
- When reading the process flow diagrams in A-1.5, always treat the first dataflow boxes (the ones with the double vertical lines) as the StudentLocator object that contains these ten data elements or attributes.
 - o LEA Number
 - o School Year
 - o SSID
 - o Last Name
 - o First Name
 - o Middle Name
 - o Date of Birth
 - o Gender
 - o School Number
 - o LEA Student Number
- The five primary attributes are:
 - o Last Name
 - o First Name
 - o Middle Name
 - o Date of Birth
 - o Gender.
- The two additional attributes are:
 - o LEA Number
 - o LEA Student Number

- When reading the process flow diagrams in the 1.5 subsections, always treat the process boxes (the ones with the single vertical lines) that have the text “LEA Reconciliation Required” or “... error...” as processes in which the LEA registrar will be notified by e-mail that they need to attend to a condition involving some student’s SSID by using the existing, but modified, SSID Web Interface.
- When the word “match” is used in these rules it refers to matching the elements of the StudentLocator object to the corresponding columns in the master student table of the SSID database. See A-1.6 for more a more detailed description of how the current SSID system performs matches.
- When a condition results in the notification of the LEA registrar, this will occur via e-mail. The existing SSID system already has a table of authorized registrars with e-mail addresses. However, this table may require some enhancements/additions.

Business Rules

Note: Wherever feasible, the existing implementations of these rules (in part or in whole) in the existing SSID system will be employed.

1. If there is no SSID in the StudentLocator and neither the student’s five primary nor the two additional attributes match the attributes of a student in the SSID system (see A-1.5.2, the No/No path; This rule applies to the new use case):

Then a new SSID is created in the SSID database with all the student attributes from the StudentLocator including the LEA Number, School Year, LEA Student ID and school number. The new SSID is returned via the StudentLocator and used to update the student’s record in the SIS.

2. If there is no SSID in the StudentLocator and the student’s five primary match and the two additional attributes match the attributes of a student in the SSID system (see A-1.5.2, the Yes/Yes path; This rule applies to the retrieve use case):

Then the existing SSID is returned via the StudentLocator and used to update the student’s record in the SIS. The LEA registrar will be notified of this event since it may indicate the LEA has some type of integrity problem within their SIS. The LEA should already have had this SSID assigned to the student. In the SSID database there is an integrity rule that says no LEA Number and LEA Student Number combination can be associated with more than one SSID. However, an SSID may be related to more than one LEA Number and LEA Student Number pair. The condition of a StudentLocator request without an SSID but containing a LEA Number and LEA Student number pair that matches a student already in the SSID system at that same LEA is a violation of this rule.

3. If there is no SSID in the StudentLocator and the student's five primary attributes match but the two additional attributes do not match the attributes of a student in the SSID system (see A-1.5.2, the Yes/No path; This rule applies to the retrieve use case):

Then if there is just one exactly matched (on five primary attributes) student in the existing SSID system the SSID is returned via the StudentLocator and used to update the student's record in the SIS.

Otherwise, if there is more than one exactly matched student the LEA registrar is notified and instructed to determine whether or not one of the matched students in the database is actually the same student who was requested by the StudentLocator.

This type of event will need to be recorded somewhere in the existing SSID database so it can be accessed later from the SSID user interface. When the registrar logs into the existing SSID user interface (modified to accommodate these events) they will be able to find a notice of this specific event and all the related StudentLocator and SSID database data involved. As is the case with all student records in the SSID system, this information will include a history of all prior SSID transactions.

Within the SSID user interface the registrar will be given the opportunity to choose an existing SSID for the student or have the SSID system create a new one. In either case, a StudentLocator response object will be created to be processed by the LEA's SIS SIF agent that will add the SSID to the student's master record in the SIS.

4. If there is no SSID in the StudentLocator and the student's attributes do not match the five primary attributes but do match the two additional attributes of a student in the SSID system (see A-1.5.2, the No/Yes path; This is an error condition):

Then the LEA registrar is notified and instructed to attempt to take some action through the existing functions of the SSID user interface or use the LEA's SIS to correct the condition and to possibly trigger a new StudentLocator request for this student. Some of these situations may require the assistance of the USOE SSID coordinator and/or another LEA.

This is essentially an error condition. In the SSID database there is an integrity rule that says no LEA Number and LEA Student Number combination can be associated with more than one SSID. However, an SSID may be related to more than one LEA Number and LEA Student Number pair. The condition of a StudentLocator request without an SSID but containing a LEA Number and LEA Student number pair that matches a student already in the SSID system at that same LEA is a violation of this rule.

This type of event will need to be recorded somewhere in the existing SSID database so it can be accessed later from the SSID user interface. When the registrar logs into the existing SSID user interface (modified to accommodate these events) they will be able to find a notice/log of this specific event and all the related StudentLocator and SSID database data involved. As is the case with all student records in the SSID system, this information will include a history of all prior SSID transactions.

5. If there is an SSID in the StudentLocator and that SSID along with at least the two additional attributes match the SSID and the two additional attributes of a student in the SSID system; (see: A-1.5.6 and A-1.5.8; This rule applies to the verify and update use cases):

Then If all five primary attributes match, the StudentLocator is processed as a verify use case and no action is taken. Otherwise, the object is processed as an update.

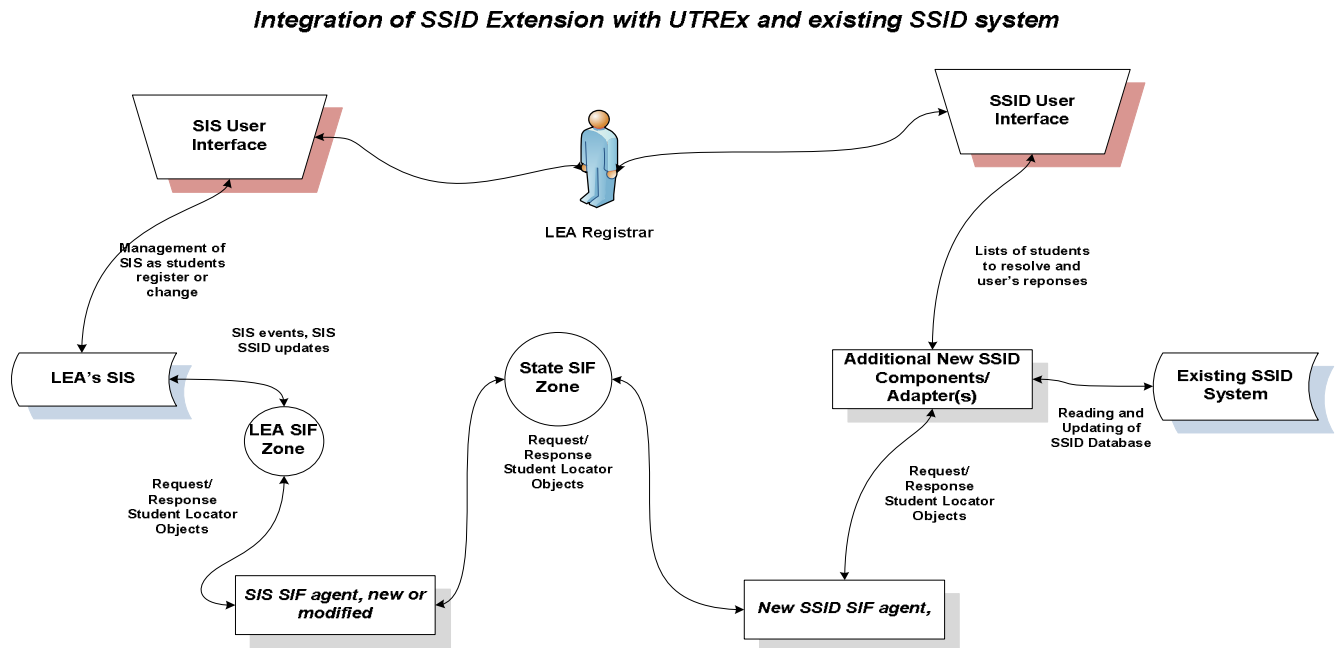
In the case of an update, where the SSID, the LEA Number and the LEA Student Number all match and the LEA that sent the StudentLocator request is the latest LEA to create, update, retrieve or verify this SSID; then one or more data elements from the set of data elements that includes the five primary attributes and the school number are updated in the state SSID database with the value(s) of those elements in the StudentLocator. Otherwise, if another LEA updated or retrieved this SSID more recently, the registrar of the LEA that sent the StudentLocator request is notified and instructed to resolve the problem either by correcting the student's data within their SIS or working with the other LEA to correct data in the SSID database. Some of these situations may require the help of the USOE SSID coordinator.

6. If the LEA's data included in the StudentLocator are insufficient to attempt any of the above processes or the SSID SIF Agent or any related component of the Extension encounters an error:

Then the LEA registrar is notified and instructed to attempt to take some action through the existing functions of the SSID user interface or use the LEA's SIS to correct the condition and retry the transaction. Some of these situations may require the assistance of the USOE SSID coordinator and/or another LEA.

Existing Systems Integration

For the descriptions of both the UTREx and SSID systems integration please refer to the following diagram.



SSID System Integration

Currently the Utah LEAs can use the Utah SSID system to assign SSIDs to students enrolled in public schools via batch files or using an online Web interface. Both the batch and Web interfaces allow LEAs to locate and verify students already in the system and retrieve the associated SSIDs. They also make it possible to retrieve a new SSID for a student enrolling in the public school system for the first time.

A primary requirement of the Extension is to modify the existing USOE SSID Web interface, to allow the LEA registrar to resolve problems such as partial matches, multiple matches, inconsistencies and other errors that result from the new, retrieve, verify and update use cases described above. See section 5 of Attachment B.pdf for an overview of the USOE SSID Website interface.

When a StudentLocator SSID transaction fails to complete due to a partial match, multiple match or some error, an LEA registrar will be notified via e-mail. This e-mail will include a link that accesses (with proper authentication) the SSID user interface within which the user will resolve the problem.

Once the LEA registrar decides to either select one of the partially or multiple matched records for retrieval of its SSID or to create a new SSID for the student, the SSID user interface must 1) modify the SSID system to make the proper changes and 2) initiate the appropriate transaction that will be transmitted via the Utah SIF infrastructure to update the LEA SIS with the appropriate SSID for the student in question.

Functionality must also be added to the user interface to address and allow for the correction of error conditions resulting from a StudentLocator transaction. These processes will include the automatic e-mailing of notices to LEA registrars that are in listed in existing SSID user tables.

Any new components added to the SSID system must be able to accommodate the data elements that are currently exchanged between the USOE and LEAs via batch transactions. These are described in section 2.2 on page 2 of Attachment C.pdf.

The batch SSID submissions and processes will still provide important services to the LEAs even with the Extension in place. This is especially true of the SSID verification transaction. By using this transaction for all of the students in its SIS the LEA can confirm that all of its students have the correct SSIDs prior to critical state processes such as the submission of all-student files for state assessments or mass collections of data for state reporting.

The existing SSID system was developed by USOE staff and COMSYS IT Partners, Inc. The system is owned by the USOE and the offeror awarded this contract will have the cooperation of USOE staff to complete the integration of the Extension and the SSID system.

UTREx Integration

As described above, the new features and functionality must operate within the existing UTREx SIF infrastructure. The following is an outline of the UTREx system. Following the award of the contract that results from this RFP, that contractor will receive more detailed specifications. The contractor will need to establish a cooperative working agreement with DigitalBridge, the UTREx contractor, as needed to complete the scope of work. DigitalBridge and possibly some SIS vendors may have to be engaged if their Zone Integration Servers (ZIS) and any of the SIS SIF agents in UTREx do not currently support the StudentLocator (6.17.4) object.

- o UTREx is based on School Interoperability Framework standards and is providing the SIF zones and the primary SIS SIF agents.
- o It is possible that the offeror may want to implement the Extension's SIS SIF agent functions, not in a separate certified SIS SIF agent, but as part of the primary SIS SIF agents that are being used for UTREx. Doing so would require working closely with DigitalBridge and possibly individual SIS vendors.
- o UTREx zone integration servers (ZISs), at both the state and LEA levels, are or will be SIF certified and will need to support the SIFA v2.3 StudentLocator (6.17.4) object.
- o Likewise, any SIF agent deployed for the Extension must be SIF certified and support the SIFA v2.3 StudentLocator (6.17.4) object by June 30, 2010.
- o All the UTREx SIS's support the StudentLocator's StateProvinceID data element or its equivalent as well as all the other data elements needed for the use cases and their rules as described above.
- o The nine SISs in use within the state of Utah are:
 - § SIS 2000 (20 districts, 70 charters)
 - § Powerschool (16 districts, 2 charters)

- § RenWeb (5 charters)
- § Skyward (2 districts)
- § AAL eSIS (1 district)
- § EDS Discovery.Net (1 district)
- § Grade Quick (1 district)
- § Custom/AS400 (1 district)
- § Custom/Oracle (1 district)

All of the above SISs and all LEAs must be fully integrated with all the necessary Extension components and have all the features of the Extension fully installed and functional as described in this request. This must be completed under the contract by June 30, 2010.

Components/Deliverables

1. Certified SIS SIF Agents must be developed or modified, installed and tested so they can provide the StudentLocator object transactions and data described in the Requested SSID Use Case section above.
2. A new SSID SIF agent will be developed, tested and installed to connect the existing SSID system infrastructure to the state SIF zone. This may also entail the development of some additional non-SIF software components to connect the SIF agent to the existing SSID system.

The USOE also requests that the offeror propose, at least as an option, the connection of this agent to the SSID system via Web services instead of SIF. This would entail the development of the appropriate Web services within the existing SSID application. The reason for this request is to allow systems that do not have SIF access the opportunity to also exchange data with the SSID system.

3. The existing SSID user interface must be modified, tested and put into service. It must allow the LEA registrar to resolve many of the outcomes (partial matches, multiple matches, errors) of the use cases as described in the Requested SSID Use Cases and SSID Integration sections above.
4. The existing SSID system's database structure must be modified to allow for the persistent storage of permanent and intermediate data generated by the use cases described above. These include partial and multiple student record matches as well as errors that need to be resolved in the SSID user interface.
5. Updated online documentation for the user interface as well as complete technical documentation for any components, Web services, etc.

Technical Requirements

- All SIF agents must be certified at the SIFA v2.3 level or above by June 30, 2010; and all agents in the proposal must support the SIFA objects necessary for the Extension. SIF agents will only send

StudentLocator objects that have valid values in all of the data elements.

- Any UTREx ZISs in use must also be able to meet the requirements in the above paragraph or be upgraded as part of this proposal.
- Once deployed all Extension functions and components must be accessible to LEA and USOE personnel 24/7 except for scheduled maintenance.
- The system must be secure. These requirements are already being met by the existing SSID system. The Extension's components must also work within these requirements and not jeopardize the existing security environment.
 - o The proposed sub-system must allow for the support of state privacy policies as well as FERPA.
 - o The proposed system, regardless of the service location, must ensure that the information it contains is protected against unauthorized disclosure, transfer, modification, or destruction, whether accidental or intentional.
 - o Role-based security (only appropriate individuals can access different types of data).
 - o User accounts and roles must be maintainable in a distributed and efficient manner.
 - o Mechanisms must exist to deactivate accounts in a timely manner after users' statuses have changed.
 - o Must provide for logs of successful and unsuccessful attempts to access data.
- The system allows for evolution.
 - o It must be customizable and expandable.
 - o It must be built with commonly acceptable industry standards and tools.
- Server requirements.

The preexisting SSID Interface that must be modified is written in Microsoft .Net using VB.Net and using Sybase's .Net DataWindow technology. It runs on Microsoft's IIS Web server and a .Net application server. Any new components other than the SSID SIF agent must be developed to run in this environment. The existing SSID application's relational database management system is Sybase ASE 12.5. Any new database tables must be added to this RDBMS instance.

- Client hardware/software requirements

The current SSID system client browser interface is compatible with Microsoft Internet Explorer 7.n and 8.n. The offeror must also ensure compatibility of the SSID interface with FireFox 3.0.

- Network requirements.
 - o Software must be firewall friendly and must work with authentication proxies and caching servers.
 - o Software must rely on existing 10BaseT or above Ethernet LANs with Internet/intranet-based WAN requirements being no more than what is currently in place for the LEAs through Utah Education Network, UEN.
- Scalability/reliability features of the system.

Offeror must demonstrate an architectural design that allows for scalability, performance, and flexibility. The system must be able to support 41 LEAs and 80+ charter schools. There may be up to 110 concurrent users and multiple SIF transactions per second.

- Additional System Requirements
 1. Must allow password protected logins, maintained by LEAs.
 2. Must be internet-based.
 3. Must be flexible to allow for additional LEAs.
 4. Graphical user interfaces (GUIs) must be user friendly (e.g. the design uses consistent standards among all user screens; screen functions are possible using the keyboard as well as a mouse or other pointing device; on-screen, context-sensitive help provided; hyperlinks to related sites and additional help and training utilized as appropriate; pick lists, radio buttons, check boxes; field options should be conditional and should present only valid choices).
 5. User Interface must meet industry standards for navigation, usability and accessibility standards.
 6. Must respond with sufficient speed (sub two-second response for online pages).

Project Management and Coordination Plan

One general contractor will be awarded the contract for the full project. It will be the responsibility of this general contractor to fill the role of project manager. It will be the responsibility of the general contractor to negotiate subcontracts with any other vendors needed for the successful completion of the project. The USOE must be informed of all such subcontracts and reserves the right to approve or disapprove any such agreements.

A thorough project management and coordination plan must be presented. The offeror must describe how it will provide for the following:

- Project governance.
- Project management team structure and hourly time commitment.
- How the project management team will interact with USOE's Computer Service's section.
- A communication plan that spells out communication channels for each project group.
- Project management methodology including project management artifacts.
- Software development life cycle and documentation

- Change management model and processes.
- Anticipated milestones.
- Hand-off procedures and applicable training.
- A comprehensive risk management plan including potential loss and corruption of data.
- Schedule of deliverables.
- Problem escalation process and path. The vendors must demonstrate compliance with industry-standard procedures for testing, quality control, and change management.

VENDOR REQUIREMENTS AND QUALIFICATIONS

The offeror must describe in detail how its proposed solution meets the functional and technical requirements described in this RFP. Instead, the offeror must provide a written narrative that shows that the offeror understands the functionality and the technical requirements of this RFP and how the offeror's proposed solution meets those requirements.

The offeror's existing SIF products must be SIFA certified at the time of proposal submission. Any SIF components developed for this project must be SIF certified by the time the project is completed.

The offeror must have demonstrated expertise in education software systems and have a record of accomplishment in the development, implementation and modification of relational database driven systems with Web and batch interfaces. The offeror must provide references and specific examples of providing and supporting said types of software components.

The offeror must demonstrate the ability to meet scheduled deadlines and satisfy the requirements of the contract as specified in this document. Required skills include expertise in relational database and software engineering along with training expertise to ensure that the Utah public education technical staffs have a full working knowledge of the deliverables.

The offeror must describe how their system can be integrated into the existing UTREx infrastructure and SSID system.

The offeror must provide details about their facilities (i.e., equipment, space) and, where applicable, how they relate to system requirements. Any sub-offerors or sub-contractors who will work on fulfilling any requirements should be listed in the primary offeror's proposal, and must include information about their key staff, as well as their corporate capability.

The offeror must have extensive experience (2+ years) in each of the technologies used within the Extension, and must have experience (2+ years) developing administrative educational systems. The offeror must have multiple staff members capable of performing these tasks at an expert level. All staff involved in this project must be able to commit sizeable blocks (months at a time) without interruption.

- Communicate and provide:
 - o Specific data needs for various system functions.

- o Any additional system and data requirements needed to bring an LEA into full participation.
 - o The subsets of the SIF objects and elements need to be included in the SSID processes.
 - o Appropriate security and content access for each stakeholder group.
- The offeror will propose a technical support plan including, but not limited to:
 - o Beginning with implementation and continuing through the length of this contract, an ongoing service level agreement to troubleshoot technical issues and address user issues and questions.
 - o Methods/protocols for receiving inquiries. These could include: a toll-free phone number, fax, e-mail, and any alternate methods proposed and provide a response for any known problems.
 - o Within two hours of receipt of inquiry, provide an acknowledgement of said inquiry along with the expected resolution timeframe.
 - o Provide performance reports as required by the USOE.
- Annual maintenance and support plans.
- Number of user support contacts that will be allowed at various levels (state, LEA, school)
- How a proof-of-concept exercise may be completed during the offeror demonstration.
- Prior experience with this type of project(s).
- Timeline for implementation.
 - o Must include benchmarks for implementation
 - o Initial deployments of the systems in multiple LEAs and ten schools and should represent three different SISs by February 1, 2010
 - o Fully operational, and available statewide, by July 31, 2010
- USOE/LEA implementation and maintenance requirements.

The contractor must include a detailed list of personnel, time and hardware/software requirements.

The offeror will propose a team of experts that are expected to work on this project for the life of the contract. The offeror must include resumes of staff members to be assigned for the completion of this project. Resumes must include information about the extent (time and environments) of technical skills such as experience in software development life cycle project management, relational database design, SQL, programming languages, SIF and interface design.

The offeror will demonstrate its ability to provide this system by sharing one or more examples of similar systems that they have developed for other education institutions or agencies. Testimonials and references from those system development activities will be provided as part of the offeror's proposal.

The offeror will provide appropriate documentation to demonstrate that they have the financial and expert staff resources and stability necessary to continue and complete this project.

All the specifications given in this RFP are minimum system requirements. The offeror may recommend features or other elements in excess of the minimum, but must clearly identify them as such, provide the rationale for the recommendations, and explain how they will benefit the state.

The successful offeror must articulate all initial costs plus any annual maintenance fees for the software on an upgrade path that reflects costs to the state, the USOE and/or districts and schools. These costs must be expressed in overall yearly amounts. These costs should be calculated on a year by year basis through the 2012-2013 school year. Annual system costs must include any costs associated with ongoing technical support, and system upgrade cost. The offeror will understand that said costs are locked in upon approval of this contract.

PROPOSAL RESPONSE FORMAT

All proposals must be organized and tabbed with labels for the following headings:

RFP Form. The State's Request for Proposal form completed and signed.

Executive Summary. The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.

Detailed Response. This section should constitute the major portion of the proposal and must contain at least the following information:

A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations. Clearly indicate any options or alternatives proposed.

A specific point-by-point response, in the order listed, to each requirement in the RFP.

Cost Proposal for Full RFP: Cost will be evaluated independently from the technical proposal.

Budget Preparation: In preparing the proposed budget for the project, the offeror must provide detailed annual costs (in Excel file format) in the following areas and an overall annual budget:

Budget Categories

Including, but not limited to:

- Initial and annual, license fees, leases, and royalties, if any, due from the USOE for the state fiscal or school years 2010-2011 through 2012-2013. Such fees, leases, and royalties should be displayed in total costs per year.
- Any installation fees
- Maintenance fees
- Subscription fees
- Training
- Support, including items included in a service level agreement
- Travel (to be paid at State of Utah rates)
- Supplies
- Materials
- Design, programming, data migration/conversions
- Personnel costs

- Overhead
- Other Additional Costs

Additional Cost Information

In the event that a software license agreement is included as part of any contract made between the offeror and the Utah State Board of Education, describe the usage rights to that software that the State of Utah would retain at the end of such a contract. For example, would the State of Utah be able to continue to use the software at the level or version number that it last had rights to under the contract.

PROPOSAL EVALUATION CRITERIA

A committee will evaluate proposals against the following weighted criteria. Each area of the evaluation criteria must be addressed in detail in the offeror's proposal.

<u>WEIGHT</u>	<u>EVALUATION CRITERIA</u>
40 %	Demonstrated ability to meet the scope of work
10 %	Demonstrated technical capability
15 %	Qualification and expertise of staff
5 %	References
30 %	Cost (Generally cost is weighted between 30 and 50 percent. A weight less than 30% requires approval by the State Director of Purchasing)

State of Utah

Electronic Student Achievement and Management Data System

Solicitation # TS10002

RFP EVALUATION SCORESHEET

Firm Name: _____

Evaluator: _____

Date: _____

Score will be assigned as follows:

0 = Failure, no response

1 = Poor, inadequate, fails to meet requirement

2 = Fair, only partially responsive

3 = Average, meets minimum requirement

4 = Above average, exceeds minimum requirement

5 = Superior

		Score (0-5)	Weight	Points
1. Demonstrated Ability to meet scope of work (40 points possible)		----	----	----
Integrate Extension functions with UTREx and SSID systems	15 points possible		X 3	
Deliver the required StudentLocator functions as described	15 points possible		X 3	
Adherence to SIF architecture and standards	5 points possible		X 1	
Easy-to-use SSID interface extensions	5 points possible		X1	
2. Demonstrated Technical Capability (10 points possible)		----	----	----
Technical Support Plan	5 points possible		X1	
Meets client hardware, server, network & feature requirements	5 points possible		X 1	
3. Qualification and Expertise of Staff (15 points possible)		----	----	----
Experience and references of staff involved in project	5 points possible		X 1	
Project Management and Coordination Plan	5 points possible		X 1	
Capacity and ability to complete project in timeframe	5 points possible		X 1	
4. References (5 points possible)	5 points possible		X1	
5. Cost (30 points possible)	30 points possible			* Inserted by Purchasing
TOTAL EVALUATION POINTS	(100 points possible)		Total	

ATTACHMENT A: STATE OF UTAH STANDARD TERMS AND CONDITIONS

ATTACHMENT A: STATE OF UTAH STANDARD TERMS AND CONDITIONS

1. **AUTHORITY:** Provisions of this contract are pursuant to the authority set forth in 63G-6, Utah Code Annotated, 1953, as amended, Utah State Procurement Rules (Utah Administrative Code Section R33), and related statutes which permit the State to purchase certain specified services, and other approved purchases for the State.
2. **CONTRACT JURISDICTION, CHOICE OF LAW, AND VENUE:** The provisions of this contract shall be governed by the laws of the State of Utah. The parties will submit to the jurisdiction of the courts of the State of Utah for any dispute arising out of this Contract or the breach thereof. Venue shall be in Salt Lake City, in the Third Judicial District Court for Salt Lake County.
3. **LAWS AND REGULATIONS:** The Contractor and any and all supplies, services, equipment, and construction furnished under this contract will comply fully with all applicable Federal and State laws and regulations.
4. **RECORDS ADMINISTRATION:** The Contractor shall maintain, or supervise the maintenance of all records necessary to properly account for the payments made to the Contractor for costs authorized by this contract. These records shall be retained by the Contractor for at least four years after the contract terminates, or until all audits initiated within the four years, have been completed, whichever is later. The Contractor agrees to allow State and Federal auditors, and State Agency Staff, access to all the records to this contract, for audit and inspection, and monitoring of services. Such access will be during normal business hours, or by appointment.
5. **CERTIFY REGISTRATION AND USE OF EMPLOYMENT "STATUS VERIFICATION SYSTEM":** The Status Verification System, also referred to as "E-verify", only applies to contracts issued through a Request for Proposal process, and to sole sources that are included within a Request for Proposal. It does not apply to Invitation to Bids nor to the Multi-Step Process.

5.1 Status Verification System

1. Each offeror and each person signing on behalf of any offeror certifies as to its own entity, under penalty of perjury, that the named Contractor has registered and is participating in the Status Verification System to verify the work eligibility status of the contractor's new employees that are employed in the State of Utah in accordance with UCA Section 63G-11-103.
2. The Contractor shall require that the following provision be placed in each subcontract at every tier: "The subcontractor shall certify to the main (prime or general) contractor by affidavit that the subcontractor has verified through the Status Verification System the employment status of each new employee of the respective subcontractor, all in accordance with Section 63G-11-103 and to comply with all applicable employee status verification laws. Such affidavit must be provided prior to the notice to proceed for the subcontractor to perform the work."
3. The State will not consider a proposal for award, nor will it make any award where there has not been compliance with this Section.
4. Manually or electronically signing the Proposal is deemed the Contractor's certification of compliance with all provisions of this employment status verification certification required by all applicable status verification laws including UCA Section 63G-11-103.

5.2 Indemnity Clause for Status Verification System

1. Contractor (includes, but is not limited to any Contractor, Design Professional, Designer or Consultant) shall protect, indemnify and hold harmless, the State and its officers, employees, agents, representatives and anyone that the State may be liable for, against any claim, damages or liability arising out of or resulting from violations of the above Status Verification System Section whether violated by employees, agents, or contractors of the following: (a) Contractor; (b) Subcontractor at any tier; and/or (c) any entity or person for whom the Contractor or Subcontractor may be liable.
 2. Notwithstanding Section 1. above, Design Professionals or Designers under direct contract with the State shall only be required to indemnify the State for a liability claim that arises out of the design professional's services, unless the liability claim arises from the Design Professional's negligent act, wrongful act, error or omission, or other liability imposed by law except that the design professional shall be required to indemnify the State in regard to subcontractors or subconsultants at any tier that are under the direct or indirect control or responsibility of the Design Professional, and includes all independent contractors, agents, employees or anyone else for whom the Design Professional may be liable at any tier.
6. **CONFLICT OF INTEREST:** Contractor represents that none of its officers or employees are officers or employees of the State of Utah, unless disclosure has been made in accordance with 67-16-8, Utah Code Annotated, 1953, as amended.
 7. **CONTRACTOR, AN INDEPENDENT CONTRACTOR:** The Contractor shall be an independent contractor, and as such, shall have no authorization, express or implied, to bind the State to any agreements, settlements, liability, or understanding whatsoever, and agrees not to perform any acts as agent for the State, except as herein expressly set forth. Compensation stated herein shall be the total amount payable to the Contractor by the State. The Contractor shall be responsible for the payment of all income tax and social security amounts due as a result of payments received from the State for these contract services. Persons employed by the State and acting under the direction of the State shall not be deemed to be employees or agents of the Contractor.
 8. **INDEMNITY CLAUSE:** The Contractor agrees to indemnify, save harmless, and release the State of Utah, and all its officers, agents, volunteers, and employees from and against any and all loss, damages, injury, liability, suits, and proceedings arising out of the performance of this contract which are caused in whole or in part by the acts or negligence of the Contractor's officers, agents, volunteers, or employees, but not for claims arising from the State's sole negligence.

9. **EMPLOYMENT PRACTICES CLAUSE:** The Contractor agrees to abide by the provisions of Title VI and VII of the Civil Rights Act of 1964 (42USC 2000e) which prohibits discrimination against any employee or applicant for employment or any applicant or recipient of services, on the basis of race, religion, color, or national origin; and further agrees to abide by Executive Order No. 11246, as amended, which prohibits discrimination on the basis of sex; 45 CFR 90 which prohibits discrimination on the basis of age; and Section 504 of the Rehabilitation Act of 1973, or the Americans with Disabilities Act of 1990 which prohibits discrimination on the basis of disabilities. Also, the Contractor agrees to abide by Utah's Executive Order, dated March 17, 1993, which prohibits sexual harassment in the work place.
10. **SEPARABILITY CLAUSE:** A declaration by any court, or any other binding legal source, that any provision of this contract is illegal and void shall not affect the legality and enforceability of any other provision of this contract, unless the provisions are mutually dependent.
11. **RENEGOTIATION OR MODIFICATIONS:** This contract may be amended, modified, or supplemented only by written amendment to the contract, executed by authorized persons of the parties hereto, and attached to the original signed copy of the contract. Automatic renewals will not apply to this contract.
12. **DEBARMENT:** The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract), by any governmental department or agency. If the Contractor cannot certify this statement, attach a written explanation for review by the State. The Contractor must notify the State Director of Purchasing within 30 days if debarred by any governmental entity during the Contract period.
13. **TERMINATION:** Unless otherwise stated in the Special Terms and Conditions, this contract may be terminated, with cause by either party, in advance of the specified termination date, upon written notice being given by the other party. The party in violation will be given ten (10) working days after notification to correct and cease the violations, after which the contract may be terminated for cause. This contract may be terminated without cause, in advance of the specified expiration date, by either party, upon sixty (60) days prior written notice being given the other party. On termination of this contract, all accounts and payments will be processed according to the financial arrangements set forth herein for approved services rendered to date of termination.
14. **NONAPPROPRIATION OF FUNDS:** The Contractor acknowledges that the State cannot contract for the payment of funds not yet appropriated by the Utah State Legislature. If funding to the State is reduced due to an order by the Legislature or the Governor, or is required by State law, or if federal funding (when applicable) is not provided, the State may terminate this contract or proportionately reduce the services and purchase obligations and the amount due from the State upon 30 days written notice. In the case that funds are not appropriated or are reduced, the State will reimburse Contractor for products delivered or services performed through the date of cancellation or reduction, and the State will not be liable for any future commitments, penalties, or liquidated damages.
15. **SALES TAX EXEMPTION:** The State of Utah's sales and use tax exemption number is 11736850-010-STC. The tangible personal property or services being purchased are being paid from State funds and used in the exercise of that entity's essential functions. If the items being purchased are construction materials, they will be converted into real property by employees of this government entity, unless otherwise stated in the contract.
16. **WARRANTY:** The Contractor agrees to warrant and assume responsibility for all products (including hardware, firmware, and/or software products) that it licenses, contracts, or sells to the State of Utah under this contract for a period of one year, unless otherwise specified and mutually agreed upon elsewhere in this contract. The Contractor (seller) acknowledges that all warranties granted to the buyer by the Uniform Commercial Code of the State of Utah apply to this contract. Product liability disclaimers and/or warranty disclaimers from the seller are not applicable to this contract unless otherwise specified and mutually agreed upon elsewhere in this contract. In general, the Contractor warrants that: (1) the product will do what the salesperson said it would do, (2) the product will live up to all specific claims that the manufacturer makes in their advertisements, (3) the product will be suitable for the ordinary purposes for which such product is used, (4) the product will be suitable for any special purposes that the State has relied on the Contractor's skill or judgment to consider when it advised the State about the product, (5) the product has been properly designed and manufactured, and (6) the product is free of significant defects or unusual problems about which the State has not been warned. Remedies available to the State include the following: The Contractor will repair or replace (at no charge to the State) the product whose nonconformance is discovered and made known to the Contractor in writing. If the repaired and/or replaced product proves to be inadequate, or fails of its essential purpose, the Contractor will refund the full amount of any payments that have been made. Nothing in this warranty will be construed to limit any rights or remedies the State of Utah may otherwise have under this contract.
17. **PUBLIC INFORMATION:** Contractor agrees that the contract, related Sales Orders, and Invoices will be public documents, and may be available for distribution. Contractor gives the State express permission to make copies of the contract, related Sales Orders, and Invoices in accordance with the State of Utah Government Records Access and Management Act (GRAMA). Except for sections identified in writing and expressly approved by the State Division of Purchasing, Contractor also agrees that the Contractor's response to the solicitation will be a public document, and copies may be given to the public under GRAMA laws. The permission to make copies as noted will take precedence over any statements of confidentiality, proprietary information, copyright information, or similar notation.
18. **DELIVERY:** Unless otherwise specified in this contract, all deliveries will be F.O.B. destination with all transportation and handling charges paid by the Contractor. Responsibility and liability for loss or damage will remain with Contractor until final inspection and

acceptance when responsibility will pass to the State except as to latent defects, fraud and Contractor's warranty obligations.

19. **ORDERING AND INVOICING:** All orders will be shipped promptly in accordance with the delivery schedule. The Contractor will promptly submit invoices (within 30 days of shipment or delivery of services) to the State. The State contract number and/or the agency purchase order number shall be listed on all invoices, freight tickets, and correspondence relating to the contract order. The prices paid by the State will be those prices listed in the contract. The State has the right to adjust or return any invoice reflecting incorrect pricing.
20. **PAYMENT:** Payments are normally made within 30 days following the date the order is delivered or the date a correct invoice is received, whichever is later. All payments to the Contractor will be remitted by mail unless paid by the State of Utah's Purchasing Card (major credit card).
21. **PATENTS, COPYRIGHTS, ETC.:** The Contractor will release, indemnify and hold the State, its officers, agents and employees harmless from liability of any kind or nature, including the Contractor's use of any copyrighted or un-copyrighted composition, secret process, patented or un-patented invention, article or appliance furnished or used in the performance of this contract.
22. **ASSIGNMENT/SUBCONTRACT:** Contractor will not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this contract, in whole or in part, without the prior written approval of the State.
23. **DEFAULT AND REMEDIES:** Any of the following events will constitute cause for the State to declare Contractor in default of the contract: 1. Nonperformance of contractual requirements; 2. A material breach of any term or condition of this contract. The State will issue a written notice of default providing a ten (10) day period in which Contractor will have an opportunity to cure. Time allowed for cure will not diminish or eliminate Contractor's liability for damages. If the default remains, after Contractor has been provided the opportunity to cure, the State may do one or more of the following: 1. Exercise any remedy provided by law; 2. Terminate this contract and any related contracts or portions thereof; 3. Impose liquidated damages, if liquidated damages are listed in the contract; 4. Suspend Contractor from receiving future solicitations.
24. **FORCE MAJEURE:** Neither party to this contract will be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that party's reasonable control. The State may terminate this contract after determining such delay or default will reasonably prevent successful performance of the contract.
25. **PROCUREMENT ETHICS:** The Contractor understands that a person who is interested in any way in the sale of any supplies, services, construction, or insurance to the State of Utah is violating the law if the person gives or offers to give any compensation, gratuity, contribution, loan or reward, or any promise thereof to any person acting as a procurement officer on behalf of the State, or who in any official capacity participates in the procurement of such supplies, services, construction, or insurance, whether it is given for their own use or for the use or benefit of any other person or organization (63G-6-1002, Utah Code Annotated, 1953, as amended).
26. **CONFLICT OF TERMS:** Contractor Terms and Conditions that apply must be in writing and attached to the contract. No other Terms and Conditions will apply to this contract including terms listed or referenced on a Contractor's website, terms listed in a Contractor quotation/sales order, etc. In the event of any conflict in the contract terms and conditions, the order of precedence shall be: 1. Atth. A: State of Utah Standard Terms and Conditions; 2. State of Utah Contract Signature Page(s); 3. State Additional Terms and Conditions; 4. Contractor Terms and Conditions.
27. **ENTIRE AGREEMENT:** This Agreement, including all Attachments, and documents incorporated hereunder, and the related State Solicitation constitutes the entire agreement between the parties with respect to the subject matter, and supersedes any and all other prior and contemporaneous agreements and understandings between the parties, whether oral or written. The terms of this Agreement shall supersede any additional or conflicting terms or provisions that may be set forth or printed on the Contractor's work plans, cost estimate forms, receiving tickets, invoices, or any other related standard forms or documents of the Contractor that may subsequently be used to implement, record, or invoice services hereunder from time to time, even if such standard forms or documents have been signed or initialed by a representative of the State. The parties agree that the terms of this Agreement shall prevail in any dispute between the terms of this Agreement and the terms printed on any such standard forms or documents, and such standard forms or documents shall not be considered written amendments of this Agreement.

ATTACHMENT B: USOE SSID User Manual – See separate document

ATTACHMENT C: SSID File Format Specification – See separate document

Utah State Office of Education



SSID Web Site User Manual

DATE	AUTHOR	VERSION	NOTES
5-22-2005	Wayne Will, Brad Loveland, Stuart Schroeder	0.9	First Released version of user manual
6-15-2005	Brad Loveland	0.92	Added SSID File Validation save file information
9-6-2005	Brad Loveland	1.0	Updated Support page graphic, change password graphic and home page graphic
10-5-2005	Brad Loveland	1.1	Updated File Processing section, various website graphics
10-3-2006	Lisa Lindgren	1.2	Revised Section 5.7, Merging Students in the System, added instruction for Merged Student Search
10-23-2006	Lisa Lindgren	1.3	Added instruction regarding merged SSID numbers and testing (Sec. 5.7); included instruction regarding Home and Private LEA numbers (Sec. 5.3)
3-6-2007	Karla DeVita	1.4	Added additional information on LEA Student Numbers regarding leading zeroes.
4-3-2007	Lisa Lindgren	1.5	Added Sec. 6.5 USOE User Maintenance

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1 SSID System Overview

This document along with the SSID File Specification and other SSID-related documents are available in their latest form on the SSID Website Support page.

1.1 Background

Federal and State laws along with data collection requirements have driven the creation of a unique State Student Identifier (SSID) for each student in the state of Utah. The SSID improves Utah public education by providing accountability, analysis, reporting, and tracking of every student that enters the Utah public school system.

The SSID website is an LEA's primary interface to the SSID system. The website provides all of the required tools for an LEA to manage the assignment of SSIDs.

1.2 Terms Used

In order to clarify the terminology used in this manual, Table 1.1 contains the specific meaning for each term in the context of the SSID web site.

Term	Acronym	Definition
Batch		A group of SSID requests submitted in a file
First name		Legal first name or as on birth certificate
Last name		Legal last name or as on birth certificate
LEA	LEA	Local Education Agency
LEA number		Local Education Agency number as assigned by USOE (District number)
LEA row reconciliation		The process of resolving Match issues using the SSID website.
LEA student number		Local Education Agency student number, or Student ID in SIS. Must be unique. Leading zeroes will be trimmed by the system.
Manual processing		Single student row processing using the SSID website.
Match or Matched		The attributes of an SSID Request row are the same as those in a row in the SSID system.
Middle name		Legal middle name or as on birth certificate
Multiple enrollment		A student is enrolled in multiple LEAs at the same time.
No Match		No single student with the supplied attributes can be found in the SSID system.
Possible Match		Suggested during reconciliation, some, but not all, attributes of an SSID Request row are identical to those of a row in the SSID system
Post, Posting, or Posted		The action specified in the Request Type is performed on the SSID database.
Primary Attributes		Primary attributes are: last name, first name, middle name, birth date and gender.
Request Type	R = Retrieve V = Verify U = Update N = New SSID	The action an LEA wishes to perform on a Request row. Different business rules are applied depending upon the Request Type.
Row		A Row refers to one line of complete information related to a request. Also referred to as Student Row.
SIS	SIS	Student Information System
State Student Identifier	SSID	Unique number assigned to each student attending Utah Public Schools.

Term	Acronym	Definition
SSID Request File		The file uploaded to USOE from the LEA for SSID processing. The file must conform to the layout and requirements in the SSID File Specification document.
SSID Response File		The file downloaded by the LEA that contains the results of the processing of the corresponding SSID Request File. The file's layout can be found in the SSID File Specification document.
Student row		One row in the SSID Request and SSID Response Files. Also referred to simply as Row.
Student attributes		The identifying characteristics of the student used to Match the LEA SSID Request row to the SSID database.
USOE		Utah State Office of Education Agency

Table 1.1

1.3 SSID Web Site

The SSID web site is provided as the LEA's interface to the SSID system. It provides the LEA with:

- File Maintenance functions that facilitate automated processing
- Student Maintenance functions for manually managing student data
- User Maintenance functions to manage the LEA's access
- a Support section to provide on-line access to the latest versions of SSID-related documents and applications

Use Microsoft Internet Explorer version 6.x or above for best results. Other browsers may function but have not been tested.

1.4 Manual vs. Automated (Batch) Processing

There are two methods for updating the SSID system: *manual* or *batch*. An LEA may elect to use a single method or some combination of the two methods. The manual method requires the LEA to enter and update SSID information by hand on the SSID web site. The batch method requires the LEA to submit an SSID Request File containing student data and to download and process an SSID Response File.

The SSID Request File is a comma-delimited file that is generated by the LEA, verified by the LEA using the SSID Request Verification Application tool, and sent to the SSID system. A file contains one row per student. Each row contains a request type with which the LEA tells the SSID system which pre-defined operation to perform with the row.

An SSID Response File is automatically generated once an SSID Request File has been completely processed. The SSID Response File indicates the result of each operation requested in the SSID Request File and an LEA must synchronize their local SIS with this file.

Note: More information on SSID Request Files and SSID Response Files are available in the SSID File Specification Document on the SSID web site.
--

1.4.1 Example Batch Interaction

The steps below outline how an LEA might interact with the SSID system in batch mode. An LEA would

1. create an SSID Request File from data in their SIS system
2. validate the SSID Request File using the SSID Request File Validation Application
3. upload the validated SSID Request File to the SSID system
4. monitor the processing of the SSID Request File
5. download the SSID Response File once processing is complete
6. reconcile their system with the SSID Response File

For a graphical representation of this process, please see the next section. For more detailed information about individual steps, please refer to the sections later in this document.
--

1.4.2 SSID Automated (Batch) Processing Diagram

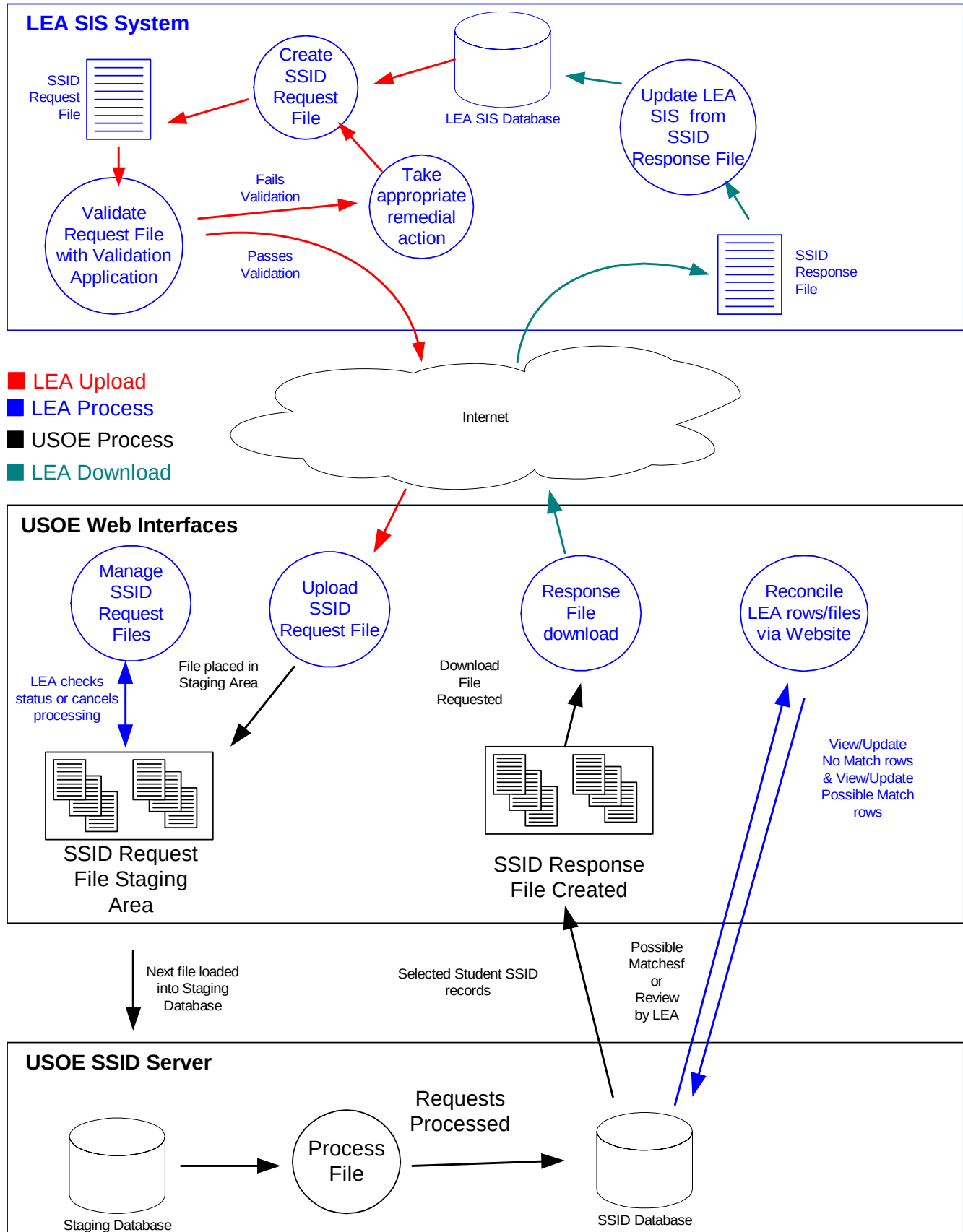


Figure 1.2

1.5 Types of Requests

LEAs specify a request type code on each submitted row to indicate the action they would like the SSID system to perform with that row. The four request types are defined in the Table 1.3.

Request Type	Code	Description
New SSID	N	Requests a new SSID for a student enrolling for the first time in a public school in the state of Utah.
Retrieve	R	Requests an existing student's SSID.
Verify	V	Determines if the student's SSID and attributes as recorded in the LEA's SIS system match the SSID system.
Update	U	Changes the attributes for a student that already exists in the SSID system.

Table 1.3

1.5.1 New SSID

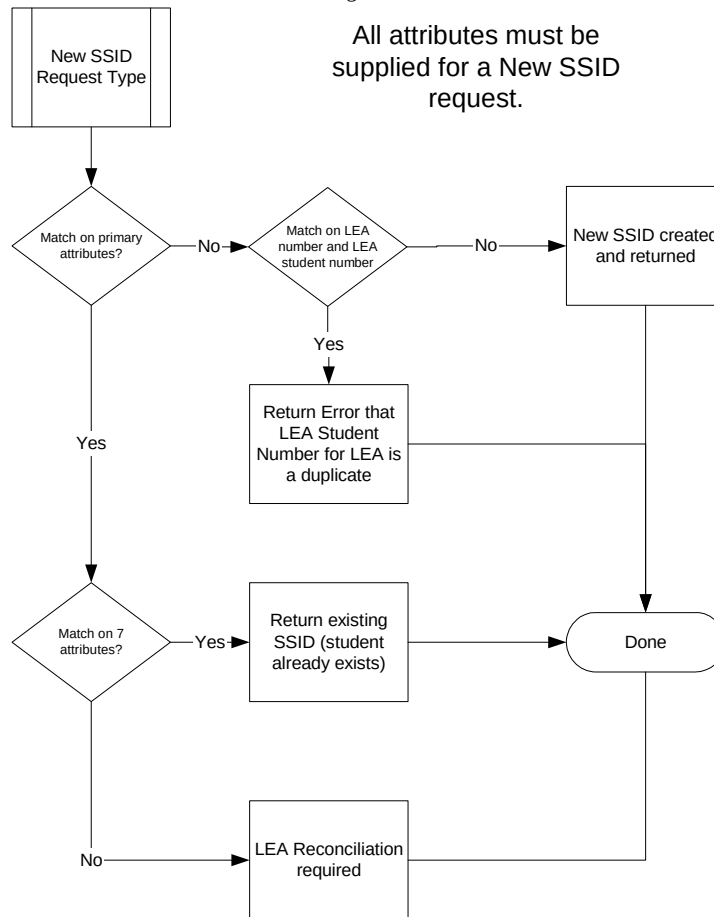
The *New SSID* request type is used to create a new SSID for a student enrolling for the first time in the State of Utah. The New SSID request type should be used to enroll kindergarten students and for transfer students that haven't previously attended public school in Utah.

Note:	If a submitted row has a request type of New SSID but matches an existing row in the SSID system or the submitted row contains an SSID, LEA reconciliation is required.
--------------	---

1.5.2 New SSID Process Flow Diagram

Diagram 1.4

All attributes must be supplied for a New SSID request.



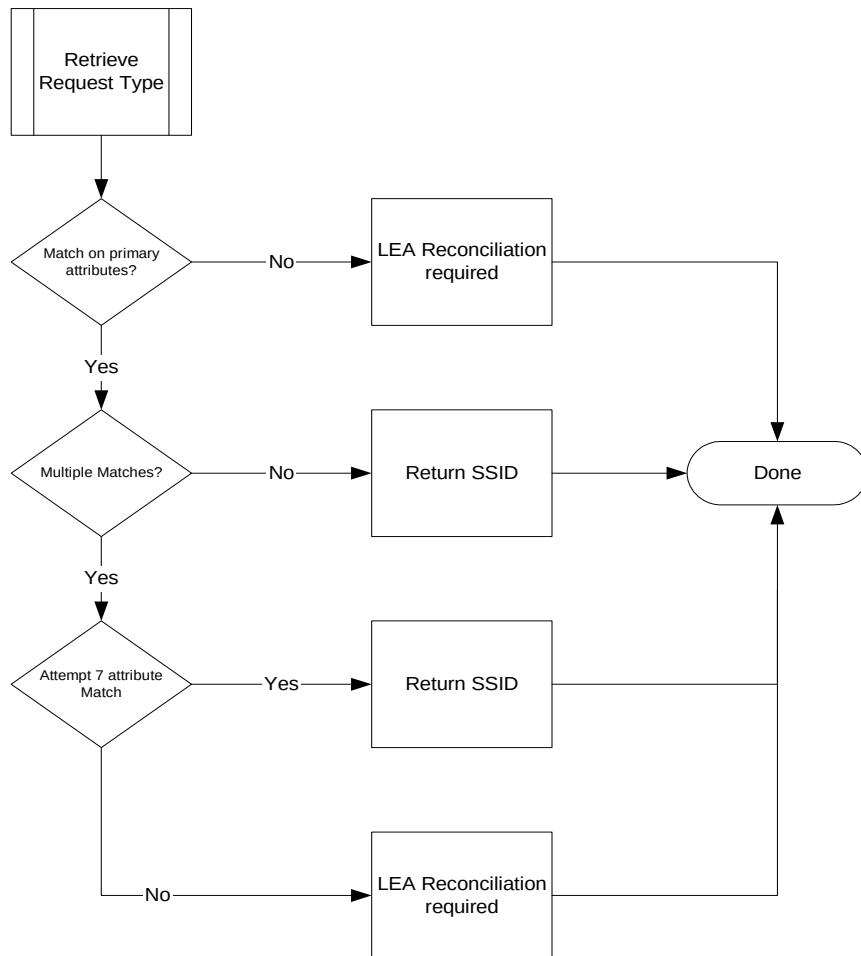
1.5.3 Retrieve

The *Retrieve* request type should be used to obtain the SSID for a student transferring from one Utah school to another or for a student transferring from out of state, but who had previously attended public school in Utah.

Note: SSIDs for students which have moved out of state remain in the SSID system.

1.5.4 Retrieve Process Flow Diagram

Diagram 1.5



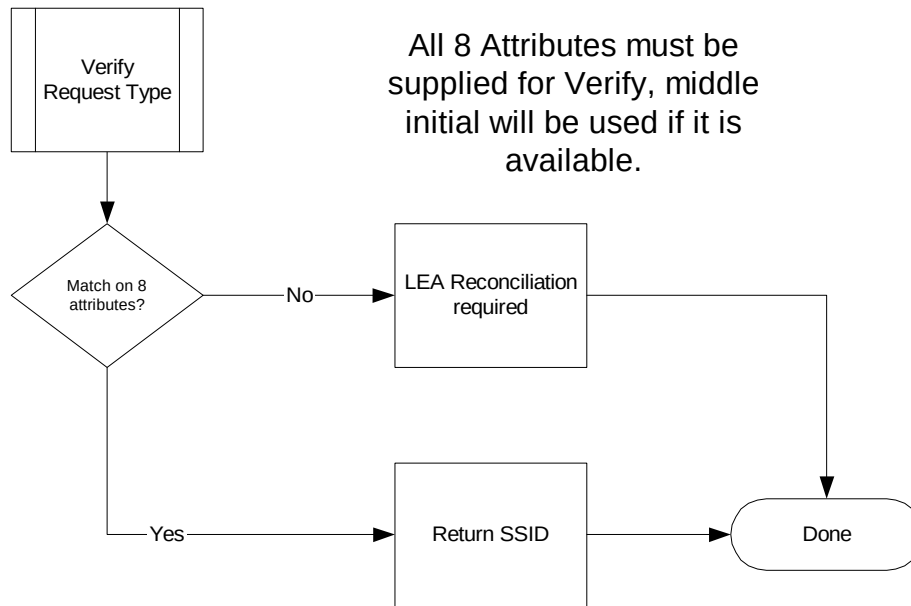
1.5.5 Verify

The *Verify* request type is used to confirm that an existing student's SSID and attributes, as recorded in the LEA's SIS system, match the SSID system.

Note: SSIDs and all attributes should be verified before any data containing SSIDs is submitted to USOE.

1.5.6 Verify Process Flow Diagram

Diagram 1.6



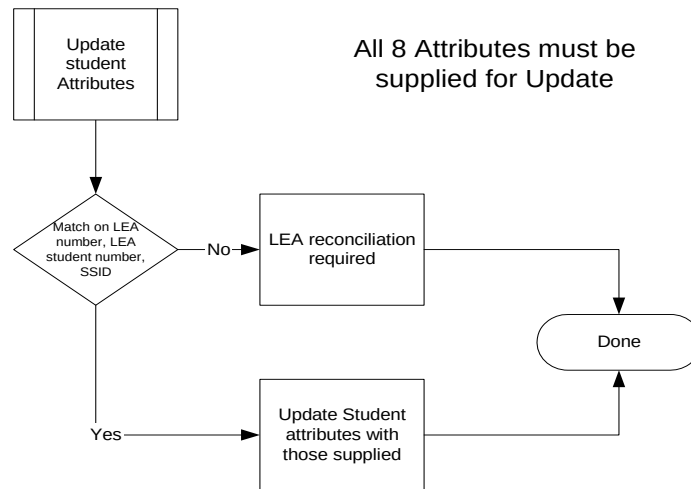
1.5.7 Update

The *Update* request type is used to change the attributes for a student that already exists in the SSID system. The submitted row's SSID, LEA number and LEA student number must match an existing student.

Note: Updates (i.e. corrections or changes) may be made at the LEA's convenience but should be completed prior to any submission deadlines.

1.5.8 Update Process Flow Diagram

Diagram 1.7



1.6 Matching

1.6.1 What is a Match?

A match occurs when the attributes in the row in the Request File are the same as the attributes for one and only one student in the SSID database. The attributes used to determine if a match occurs vary by Request Type. More extensive examples are available upon request.

1.6.2 How Matching is Performed

Table 1.8 lists the attributes that are matched based upon the Request Type. Table 1.9 is a symbol key provided to define the symbols used in the attribute table.

Match attribute	Retrieve	Verify	Update	New SSID †
SSID	↶	✓	✓	↶
Last name	✓	✓	☺	☹
First name	✓	✓	☺	
Middle name	✓	✓	☺	
Birth date	✓	✓	☺	
Gender	✓	✓	☺	
LEA Number	☺	✓	✓	☹
LEA Student Nbr	☺	✓	✓	
School Number	☺	☺	☺	☺

Table 1.8

† If any of the primary attributes do not match, a new SSID is created and returned unless a duplicate LEA student number exists for the request.

NOTE: Middle names that do not match will post if there is only one match. However, an error code will be included in the SSID Response file saying that the middle name submitted doesn't match the one in the system. Please use Update to sync the middle name in the SSID system.

Match Symbol Key

Symbol	Definition
✓	Attribute must match – All match attributes are required.
☺	Attribute required – Match attempted on retrieves, required for updates and seven attribute match attempt.
☺	Attribute required – The school number is saved to the SSID database.
↶	Attribute returned from SSID system.
☹	One or more of the attributes do not match.

Table 1.9

1.6.3 What Happens on a 'No Match'

A 'No Match' can occur in two ways:

1. The student attributes in the SSID Request File row don't match a student in the SSID system
2. The student attributes in the SSID Request File row match more than one student in the SSID system.

A 'No Match' has the following implications:

- If a submitted row does not Match and the Request Type is Verify, Retrieve or Update, the row will not be posted.
- If a submitted row does not Match because there is no student with matching attributes and the Request Type is New, the row will be posted.
- In the case of No Match, Possible Matches are provided via the SSID Website to assist LEAs in resolving the No Match.
- Rows that have more than one match in the system or that do not match require LEA reconciliation using the website.
- All No Match rows must be reconciled by the LEA in order to be posted.
- New SSID requests should not match existing students in the system.

1.7 File Formats

The SSID system uses two file formats - the SSID Request File and the SSID Response File. The SSID Request File Validation Application is used to verify that each uploaded SSID Request File meets the file's specification. SSID Request Files that contain errors (data type errors, too many characters in an attribute, etc) must be fixed by the LEA and re-uploaded for processing. It is required that each LEA use the SSID Request File Validation Application tool to validate every SSID Request File PRIOR to uploading it to the SSID system.

Note: The latest version of the SSID File Format specification is available on the SSID web site **Support** page.

1.8 SSID System Codes

SSID system codes are required to identify the status of files and rows processed and the errors that may be displayed in the SSID systems. The latest SSID System codes and error codes are located in the SSID File Specification. To obtain the latest codes, download the SSID File Specification from the **Support** page on the SSID web site.

1.9 SSID Request File Validation Application

The SSID Request File Validation Application is tool which will assist LEAs in validating their SSID Request Files. The application should be used to ensure that the Request files pass defined standards prior to uploading the file(s) to the SSID system. After an SSID Request File has passed the validation process, it may be uploaded to the SSID web site.

* Additional validations have been added to the File Validation Application. LEA's can only upload one LEA number in a file at a time. The LEA user must type in their LEA number prior to validating a file's contents. The LEA user_id uploading the file to the SSID web site must match the LEA number in the file or it will be rejected. The program has added a new feature which will allow users to create a copy of their original file without errors. This feature does not work for files which contain error rows which have too many commas in them.

1.9.1 SSID Request File Validation Installation Steps

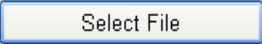
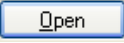
1. Obtain the SSID Request File Validation Application tool from the SSID website, an email request, or a CD request from the USOE
2. Run the setup program to start the program installation
3. Select Next
4. Accept the license agreement and select Install
5. Select Finish
6. Review the Readme file that appears after installation. A shortcut for running the SSID Request File Validation Application should exist on the desktop.

1.9.2 Using the SSID Request File Validation Tool

1. Create an SSID Request File
2. Open the SSID Request File Validation Application tool

Example:

On Windows XP, Select Start, All Programs, SSID Request File Validation. Click on SSID Request File Validation to start program to display the screen shown in Figure 1.11

3. Click on  Navigate to the SSID Request File location, select the SSID Request File and then select 

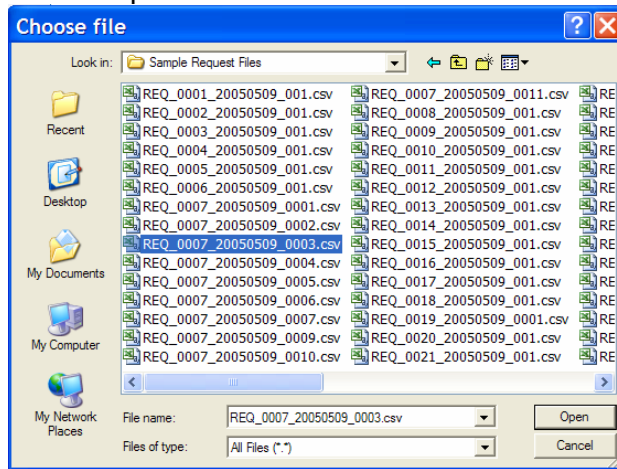
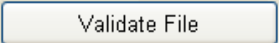
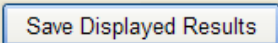
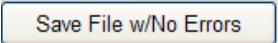


Figure 1.10

4. Type in LEA number in the LEA number box.
5. Select  on the main SSID Request File screen.
6. File Validation processing will begin. The file will be loaded, and then each field will be validated in the row.
7. After validation the file's status will be shown. If the file status is **File Passed Validation** then proceed to upload it to the SSID web site.

NOTE: All files must PASS the SSID Request File Validation application or they will NOT load into the SSID system for processing.

Problem Resolution

- The status for each row in the SSID Request File will be displayed in the application.
- LEAs may view all row status or filter to only view rows with errors.
- Clicking on the  to saved row status in multiple file formats for review and convenience. LEAs must fix all validation errors prior to uploading the file to the SSID system.
- LEA's may now save non-error rows of a file to a "VALIDATED" file. This is a new feature which is accessed by clicking on the new  button. It is described in more detail below.

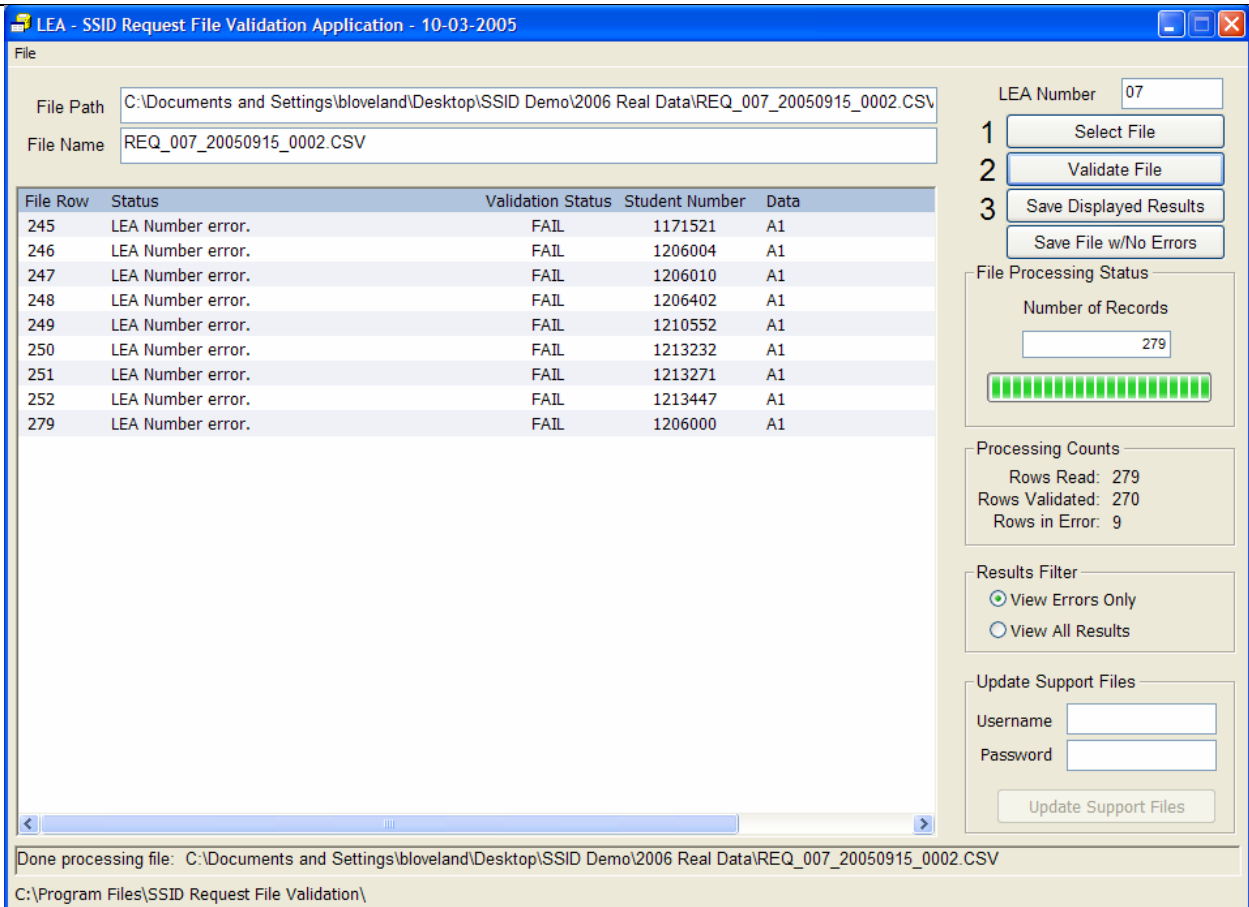
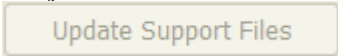


Figure 1.11

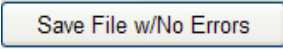
1.9.3 Updating File Validation Support Files

Automated Update Support file functionality will be added in the near future. The functionality will make updating key files that the application uses much easier. In order for SSID Users to update the support files they must have an account which can log into the SSID system and internet access. The user will type in their SSID user name and password and then click on . The old support files will be backed up and the new support files downloaded to the application.

1.9.4 Saving Validation Results to a file

The contents of the validation results window can be saved in multiple file formats. In order to save files in the PDF format the Ghostscript software must be downloaded and installed. The free Ghostscript software can be downloaded from the Support page.

1.9.5 Saving SSID File w/No Errors feature

The validated contents/rows of a file can now be saved to a file. The validated file is called [original file name] + [_VALIDATED].CSV file. SSID users may revalidate the “validated” file, rename it and then upload it to the SSID web site for processing. This feature is only enabled if a file contains validation errors. The button  will create the file with no error rows in the same directory as the original file.

Example:

 REQ_007_20050915_0002.CSV
 REQ_007_20050915_0002_VALIDATED.CSV

1.10 Website Security

Website security has been designed to ensure the privacy of the data being used throughout the website. Access to the website is secured with 128 bit SSL and requires a valid user ID and password. The SSID website has multiple security levels. The security level assigned to a user ID dictates the actions that the user ID may perform on the SSID web site. Internet browsers that have been logged into the website and left idle for a period of time are required to login again in order to continue working on the website.

1.10.1 Secure Socket Layer (SSL)

The SSID web site is only available using a browser capable of 128 bit SSL encryption such as Microsoft Internet Explorer. This level of encryption allows for maximum security of data being transferred to and from the SSID website.

1.10.2 User ID Security Roles

When a new user ID is created, it is assigned one of two security roles: LEA Admin or LEA User. A user ID with the LEA Admin security role may create other user ID's with the LEA User security role. Table 1.12 identifies system security and functionality as it applies to each user type.

SSID Functionality	LEA Admin.	LEA User
Login	X	X
Student Maintenance		
Student Search	X	X
View & Edit Student Detail	X	X
Add Single Student	X	X
Retrieve Student	X	X
Merge Students	X	X
File Maintenance		
Upload Request File	X	X
Cancel File	X	X
Cancel Rows	X	X
Reconcile Rows	X	X
Reprocess File	X	X
Download Response File	X	X
Administration		
Add LEA Administrators		
Add LEA Users	X	
Change LEA User Attributes	X	
Change Own Attributes	X	X
Change/Reset LEA Passwords	X	
Reset Own Password	X	X
View LEA User Information	X	
Activate/Deactivate LEA User ID	X	

Table 1.12

1.10.3 Obtaining a User ID and Password

An LEA must submit the proper form or contact the USOE directly to request a user ID with the LEA Admin security role. An LEA will have, at a minimum, at least one user ID with the LEA Admin security role. User IDs with the LEA Admin security role create user IDs with the LEA User security role. User ID's may be created only for the same LEA to which the creating user ID belongs.

1.10.4 Password Security

LEAs are able to change their password using the Edit User Info option.

Passwords must meet the following criteria:

1. Be at least 8 characters in length,
2. Contain at least 1 number (0-9),
3. Contain at least 1 uppercase letter (A-Z),
4. Contain at least 1 lowercase letter (a-z)

2 Logging into the System

A USOE assigned User ID and Password is required to gain access to the SSID system. Users are required to use strong passwords (8 characters or more, upper case letters, lower case letters and numbers). For security purposes, Invalid User Logins are disabled after 3 consecutive failed attempts; if an account should be disabled, users are required to contact their local LEA user administrator or the USOE in order to have it reset.

The image shows a web-based login form titled "Login" in a bold, black font at the top left. Below the title, there are two input fields. The first field is labeled "User Name" in a blue font and is an empty rectangular box. The second field is labeled "Password" in a blue font and is also an empty rectangular box. Below the password field is a button labeled "Login" in a black font, enclosed in a small rectangular box. The entire form is set against a light blue background with a subtle gradient.

Figure 2.1

3 Home Page

The SSID Home Page is the root of the web site. This page is the starting point for the user once they are logged into the SSID web site. The **Support** link is included to give users access to web site documentation usage and other quick links.

The home page may contain system messages for the user. After logon, these messages will alert users to important SSID information.

Utah State Office of Education | SSID

User: LEA Admin Davis
LEA DAVIS DISTRICT (07)
School N/A

[Home](#) | [File Processing](#) | [Student Search](#) | [User Maintenance](#) | [Support](#) | [Log Out](#)

Welcome to the SSID Website

[Frequently Asked Questions \(FAQs\)](#)

Calendar of Events			
✓ May 25 th	USOE Data Conference	First district SSID System Training / Seminar	
✓ June 17 th	USOE Data Conference	Second district SSID System Training / Seminar	
✓ September 1 st	Production File Validation Application	Download newest version of the File Validation Application. Install and use to validate SSID Request Files prior to uploading them to the website on September 8 th .	
✓ September 8 th 9:00 AM	SSID System Available for Production Use	SSID System available for production use. Begin uploading and processing SSID Request Files.	
✓ September 23 rd 9:00 AM	SSID Training	Third SSID System Training	
January 16 th 2006	UBSCT - SSID Usage	SSIDs will be required on UBSCT submissions.	

Documents of Interest

LEA SSID Preparation Checklist	Click the download button to view a checklist LEAs should use when implementing their SSID Integration project.	Download
SSID Implementation Timeline	Click the download button to view the SSID Implementation Timeline.	Download

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Figure 3.1

4 File Maintenance

The **File Maintenance** area of the SSID web site is provided to aid in sending SSID Request Files, retrieving SSID Response Files, checking file statuses and correcting errors found in SSID Request Files. The following sub-sections explain and provide the steps for all web page areas listed under **File Maintenance**.

Utah State Office of Education | SSID

User: LEA Admin Granite
LEA: GRANITE DISTRICT (12)
School: N/A

Home | File Processing | Student Search | User Maintenance | Support | Log Out

File Maintenance

Upload Request File
Review File Processing
Review File History

Student Maintenance

Student Search
Retrieve Student
New Student
Update Student Info
Student History
Merge Students

User Maintenance

Edit User Info
Change Password

Support

File Processing

Filename	Status	Downloaded	# of Rows	# of Errors	File Error
REQ_012_20050825_0002.CSV	Queued		15		
REQ_012_20050825_0001.CSV	Completed	✓	15		

Refresh | Cancel File | Cancel Errors & Re-Process | Reprocess File | View File Summary | View Errors | Download

of Rows: 15
of Errors: 0
Posted: 0
Canceled: 0

Uploaded: 08/25/2005 05:06:09 PM
Uploaded By: LEA Admin Granite
Last Processed:
Last Download:
Response File Created:
Process Completed:

Received | Loading | **Queued** | Posting | Preparing Download | Completed

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Figure 4.1

4.1 Uploading SSID Request Files

Upload Request File provides a file transfer area for uploading SSID Request Files from the LEAs to USOE. Each LEA creates a comma delimited file (.csv) and verifies the contents with the provided SSID Request File Validation Application tool; see section 1.9 for more information on this tool. Before the file is uploaded, the web page verifies the file name and that it has not been uploaded before. The LEA browses for the file through the SSID web site interface and uploads it to the USOE system. After the file has been uploaded to USOE, the LEA may check the file processing status using the **Review File Processing** page. After the file uploads, a successful message appears and the file appears in the **File Processing** screen with its current status as shown in Figure 4.1.

4.1.1 Before Uploading

Before uploading a file to the SSID system, the file content layout should be verified, and the file name must adhere strictly to the SSID Request File naming standards in order to be accepted by the web site. The SSID Request File Validation Application is provided for validating the contents of an SSID Request File. See Section 1.9 for more information on this tool. The SSID Request File specification is available on the SSID web site **Support** page.

4.1.2 File Layout Verification

Several SSID Applications are in place to validate the layout of files to be uploaded. One is downloaded and is described in Section 1.9 and installed locally at the LEA. The other is included as part of the SSID web site backend file load process. These file validation engines will aid in getting the proper file format for uploads, and eliminate the possibility of errors.

4.1.3 Steps

The following are general steps to be used in the uploading of SSID Request Files to the SSID web site.

1. Create a SSID Request File with one row for each student request
2. Use the provided SSID File Verification Application tool to validate the file's contents, see Section 1.9 for more information
3. Login to the SSID web site using a valid user ID and password.
4. Select the **Upload Request File** link on the SSID home page. The **Upload File** screen will appear as in Figure 4.2

Utah State Office of Education | SSID

User: LEA Admin Granite
LEA: GRANITE DISTRICT (12)
School: N/A

Home | File Processing | Student Search | User Maintenance | Support | Log Out

File Maintenance

- Upload Request File
- Review File Processing
- Review File History

Student Maintenance

- Student Search
- Retrieve Student
- New Student
- Update Student Info
- Student History
- Merge Students

User Maintenance

- Edit User Info
- Change Password

Support

Upload a SSID Request File

Request File Name:

[Click here to view the SSID File Specifications *](#)

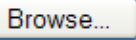
* The document requires Adobe Acrobat® Reader®.
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Figure 4.2

5. Click on the  button to open the **Choose File** window as seen in Figure 4.3, and navigate to the SSID Request File

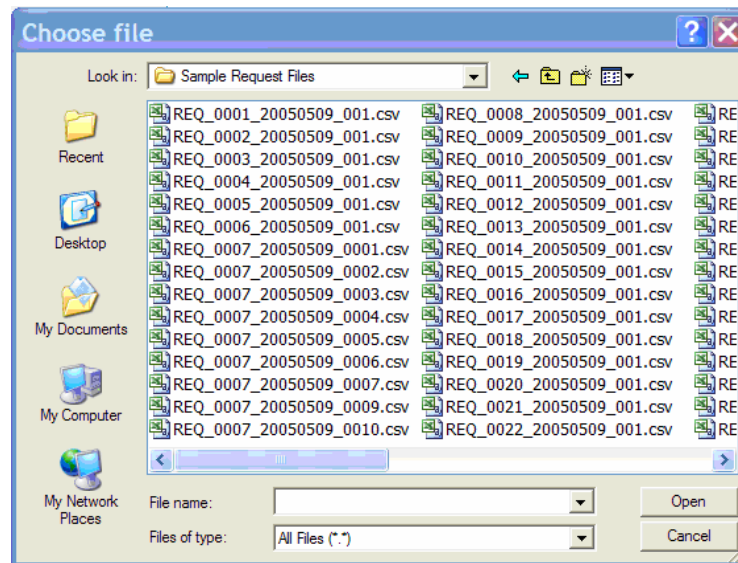
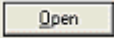
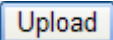


Figure 4.3

6. After locating the correct SSID Request File, select it and click on .
7. The SSID Request File that was selected, along with its path, should now appear in the **Request File Name** box
8. Click on  to start the upload process

➤ Upload time depends on the LEAs internet connection speed and the size of the file being uploaded.

9. After the file has been successfully uploaded, the below message box will appear.

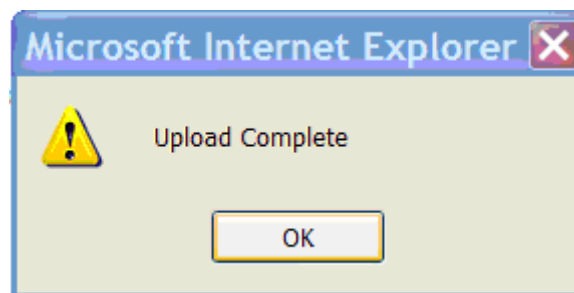


Figure 4.4

4.1.4 Troubleshooting

If you are unable to log in to the SSID web site please verify your password with your LEA Administrator or with the USOE administrator.

For Issues downloading files, please verify the file name and the file contents.

4.2 Review File Processing

The **Review File Processing** page is provided to view the status of uploaded file(s), review file error(s), and control LEA file processing. SSID Request Files are displayed on the screen after they have been submitted to the SSID system for processing. Fourteen days after an SSID Request File reaches a completed (or canceled status) it will only display on the **File History** page.

Note - This period of fourteen days is a USOE configurable parameter and may be changed in the future.

In order for a file to have a completed status, all errors were canceled (or corrected) and at least 1 download attempt was made or the file failed the File Load process and was canceled.

4.2.1 Monitoring Uploaded Files

After uploading the SSID Request File to the SSID web site, you may select the **Review File Processing** page to see the current status for your files. Table 4.5 shows a list of each status and their definition.

Status	Definition
Received	The SSID Request file has been received for processing.
Loading	The file contents is being validated and loaded into the system.
Queued	The file contents have been loaded and individual rows are waiting to be processed.
Posting	The file is being matched and processed in the SSID system.
Preparing Download	The file has completed processing and the SSID Response File is being created
Completed	The file has completed all processes.

Table 4.5

4.2.1.1 Steps

The following are general steps to be used in the monitoring of SSID Request Files.

1. Log on to the SSID web site with a valid user ID and password
2. Select **Review File Processing** from the **File Maintenance** section of the home page
3. Click on a file name in the File Processing window to get a status. See Figure 4.6 for an example.

Utah State Office of Education | SSID

User: LEA Admin Davis
LEA: LEA DAVIS DISTRICT (07)
School: N/A

Home | File Processing | Student Search | User Maintenance | Support | Log Out

Filename	Status	Downloaded	# of Rows	# of Errors	File Error
REQ_007_20051004_6667.CSV	Action Required		271	271	
REQ_007_20051004_6666.CSV	Completed		270		
REQ_007_20051004_2222.CSV	Action Required		1	1	
REQ_007_20051004_1222.CSV	Action Required		1		
REQ_007_20051004_1212.CSV	Failed				Row: 1 has too many carriage returns before LEA number does NOT match user LEA on Row
REQ_007_20051004_0666.CSV	Failed				
REQ_007_20051004_0088.CSV	Completed		2		
REQ_007_20051004_0066.CSV	Failed				Row: 15 has too many fields.

Refresh | Cancel File | Cancel Errors & Re-Process | Reprocess File | View File Summary | View Errors | Download

of Rows: 1
of Errors: 1
Posted: 0
Canceled: 0

Uploaded: 10/04/2005 02:46:08 PM
Last Processed: 10/05/2005 02:20:13 PM
Response File Created:
Uploaded By: LEA Admin Davis
Last Download:
Process Completed:

Received Loading Queued **Action Required** Preparing Download Completed

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Figure 4.6

4.2.2 Processing Files with Errors

After an SSID Request File has been uploaded, the file may have errors. If the file had errors while processing then a status of **Action Required** will appear next to the file name as shown in Figure 4.6. The following is a list of options that are available with a file that has errors.

- Click on the filename with status of **Action Required**
- The errors may be viewed by clicking on **View Errors**
- Select **Cancel Errors & Re-Process** to cancel all rows that had an error and process the file WITHOUT these rows being posted. The SSID Response File will be created by the system.
- Reprocess File** will submit the file for re-processing. If corrections have not been made to error rows, then the errors will prevent the file from being completed.

4.2.2.1 Steps to Process Individual Errors Rows

The following are general steps to be used in resolving errors in an SSID Request File.

- Log on to the SSID web site with a valid user ID and password
- Select **Review File Processing** from the **File Maintenance** section of the home page
- Click on the file to get its status
- When the file status is **Action Required**, click on **View Errors**

- Errors will be presented one at a time (Figure 4.7); navigate through errors using the options shown in Table 4.8

Figure 4.7

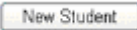
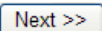
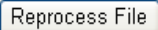
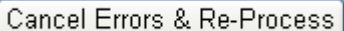
Option	Function
	Create a new student from this information
	Cancel the processing of this row
	Reprocess row
	Move to the previous error
	Move to the next error

Table 4.8

- Select  to move to the next error until all errors have been processed
- Return to the **Review File Processing** page
- Select 

4.2.2.2 Steps to Cancel Errors and Re-Process File

The following are general steps to be used in canceling errors and reprocessing an SSID Request File.

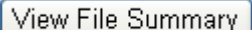
- Log on to the SSID web site with a valid user ID and password
- Select **Review File Processing** from the **File Maintenance** section of the home page
- Click on the file to get its status
- When the file status is **Action Required**, click on 
- All errors rows will be canceled from the file and the file will be re-processed

4.2.3 Reviewing File Summary

The Review File summary page will show detailed information about each file.

4.2.3.1 Steps

The following are general steps to be used in viewing the summary of a processed file.

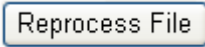
- Log on to the SSID web site with a valid user ID and password
- Select **Review File Processing** from the **File Maintenance** section of the home page
- Click on the file to get its status.
- Click on 
- The file Summary will be displayed

4.2.4 Reprocessing an SSID Request File

Reprocessing a file will resubmit it into the system for processing. Unless there has been a change to the file, or a change to the information contained in the SSID web site, the file will fail again with the same errors.

4.2.4.1 Steps to Reprocess an SSID Request File

The following are general steps to be used in reprocessing an SSID Request File.

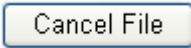
1. Log on to the SSID web site with a valid user ID and password
2. Select **Review File Processing** from the **File Maintenance** section of the home page
3. Click on the file to get its status
4. When the file status is **Action Required**, click on 
5. The file will be reprocessed

4.2.5 Canceling Files

Files can ONLY be canceled **BEFORE** they are processed. Use the cancel file option to cancel the processing of a file. Rows that have been posted can not be cancelled.

4.2.5.1 Steps to Cancel a File

The following are general steps to be used in the canceling a file in progress.

1. Log on to the SSID web site with a valid user ID and password
2. Select **Review File Processing** from the **File Maintenance** section of the home page.
3. Click on the file to get its status.
4. When the file status is **Action Required**, click on 
5. The file will be canceled

4.2.6 Downloading a SSID Response Files

After an SSID Request File has been completely processed and posted to the SSID database, a SSID Response File is created. LEAs may download the SSID Response File by clicking on a Completed file to select it and then clicking on the Download button. If a file has already been downloaded a check in the Downloaded column will appear. File(s) may be Downloaded by LEA's as many times as they wish. LEAs should synchronize their SIS systems with the SSID Response File to ensure that each LEA SIS system and the USOE SSID system are in sync. The date and time that each SSID Response File was downloaded by the LEA is shown under the file list window.

Utah State Office of Education | SSID

User: LEA Admin Granite
LEA: GRANITE DISTRICT (12)
School: N/A

Home | File Processing | Student Search | User Maintenance | Support | Log Out

File Error Detail

File Name	File Row #	Error #	Type of Request
REQ_012_20050825_0002.CSV	Row 2 of 45	Error 1 of 19	New

Type of Error - More than one match found on first name, middle name, last name, gender, and birth_date.

Submitted Row - This is what was sent in the SSID Request File for the student

Last Name	First Name	Middle Name	Birth Date	Gender	SSID	LEA #	LEA Student #	School #
			07/12/1985	M	2033553	92		700

New Student | Cancel Row | Resubmit Row | << Prior | Next >>

Cancel Errors & Re-Process | Reprocess File

Matches on LEA Student Number or SSID - This uses the SSID and/or LEA Student Number provided in the Request File

Last Name	First Name	Middle Name	Birth Date	Gender	SSID	LEA #	LEA Student #	School #
			7/12/1985	M	2033553	92		700

Matches on Primary Attributes - This uses the primary attributes provided in the Request File

Last Name	First Name	Middle Name	Birth Date	Gender	SSID	LEA #	LEA Student #	School #
			7/12/1985	M	2033553	92		700

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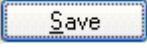
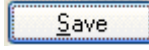
Figure 4.9

4.2.7 File Layout

The SSID Response File format is a comma delimited file (CSV). It is required that LEAs download and synchronize their LEA SIS systems with the SSID Response Files. See the specification document found on the SSID web site in the **Support** page for more information on the SSID Response File.

4.2.7.1 Steps

The following are general steps to be used in the downloading of SSID Response Files to the SSID web site.

1. Log on to the SSID web site with a valid user ID and password
2. Select **Review File Processing** from the **File Maintenance** section of the home page
3. Click on the file that has the status of Complete
4. Click on  to display the screen as in Figure 4.10
5. Click on  to display a navigation window
6. Select the location for the SSID Response File and click 

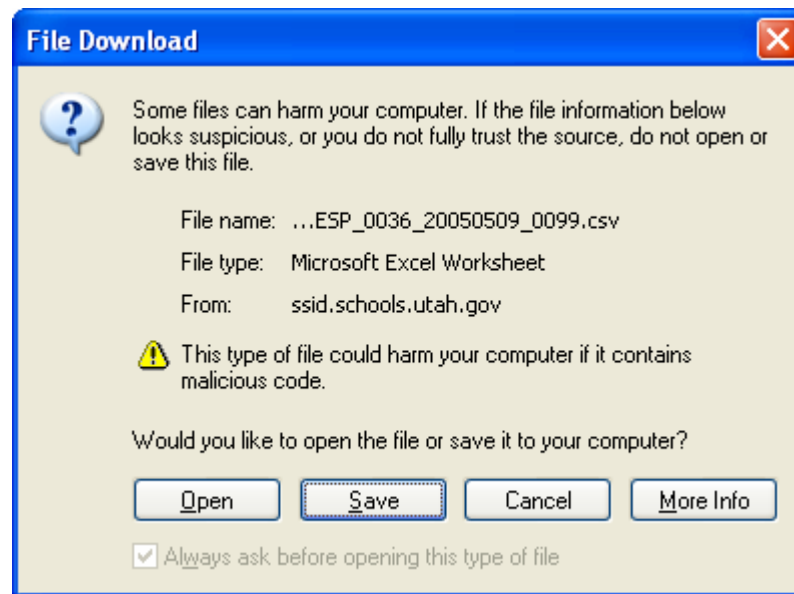


Figure 4.10

4.3 Review File Summary

The **File Summary** page is provided to assist in troubleshooting SSID Request File processing issues and to give the user a broad view of a SSID Request File. See figure 4.11 for an example of the **File Summary** page.

Information found on this page includes:

- General File information (file name, upload date...)
- Current file status.
- File status history
- The total number of rows in the file
- The number of rows for each request type
- The number of rows posted
- The number of rows canceled
- The number of rows in error
- A summary of row errors and the number of rows with each type of error
- A list of file load and validation errors

Utah State Office of Education | SSID

User: LEA Admin Davis
LEA: DAVIS DISTRICT (07)
School: N/A

[Home](#) | [File Processing](#) | [Student Search](#) | [User Maintenance](#) | [Support](#) | [Log Out](#)

File Maintenance

- [Upload Request File](#)
- [Review File Processing](#)
- [Review File History](#)

Student Maintenance

- [Student Search](#)
- [Retrieve Student](#)
- [New Student](#)
- [Update Student Info](#)
- [Student History](#)
- [Merge Students](#)

User Maintenance

- [Edit User Info](#)
- [Change Password](#)
- [Support](#)

File Summary

File Information

Filename	File Status	File Uploaded	Last Processed	Last Download	Match Attempts
REQ_007_20051004_6667.CSV	Action Required	10/04/2005 02:19 PM	10/04/2005 02:19 PM		1

Request File Status Summary

File Status	Status Date
Received	10/04/2005 02:19:35 PM
Loading	10/04/2005 02:19:39 PM
Queued	10/04/2005 02:19:42 PM
Posting	10/04/2005 02:19:50 PM
Action Required	10/04/2005 02:19:52 PM

Request Type Summary

Request Type	Count
New	271
Retrieve	0
Update	0
Verify	0

Row Count Summary

# of Rows	Count
# of Rows	271
# Posted	0
# Canceled	0
# of Errors	271

File Row Error and Warning Summary

Errors

Description	Count
LEA Student Number Exists (204)	271

No File Errors



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Figure 4.11

4.4 Review File History

As files are processing in the system they are accessed by using the **File Processing** page. Fourteen days after a SSID Request File reaches a completed (or canceled status) it will move to the **File History** page.

Note - This period of fourteen days is a USOE configurable parameter and may be changed in the future.

For a SSID Request file to have a completed status means that all rows were either posted or canceled and at least 1 download attempt was made or the SSID Request File failed the File Load process and was canceled.

Files that have moved to the **File History** page will be visible until USOE determines that it is time to archive the file(s).

The **File History** page looks and works a lot like the **File Processing** page, except that files listed on the **File History** page cannot be reprocessed or modified. Figure 4.12 shows an example of the **File History** page.

Utah State Office of Education | SSID

User: LEA Admin Granite
LEA: GRANITE DISTRICT (12)
School: N/A

Log Out

Home | File Processing | Student Search | User Maintenance | Support

File Maintenance

- Upload Request File
- Review File Processing
- Review File History

Student Maintenance

- Student Search
- Retrieve Student
- New Student
- Update Student Info
- Student History
- Merge Students

User Maintenance

- Edit User Info
- Change Password

Support

File History

Filename	Status	Downloaded	# of Rows	File Error
REQ_012_20050825_0001.CSV	Completed	✓	15	

Refresh Cancel File Cancel Errors & Re-Process Reprocess File View File Summary View Errors Download

# of Rows:	15	Uploaded:	06/25/2005 05:06:02 PM	Uploaded By:	LEA Admin Granite
# of Errors:	0	Last Processed:	06/25/2005 05:06:02 PM	Last Download:	06/25/2005 05:10:24 PM
# Posted:	15	Response File Created:	06/25/2005 05:06:24 PM	Process Completed:	06/25/2005 05:06:24 PM
# Canceled:	0				

Received ✓ Loading ✓ Queued ✓ Pending ✓ Preparing Download ✓ Completed

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Figure 4.12

5 Student Maintenance

The SSID web site allows LEAs to maintain student information in the system. Student Maintenance is started by using the Student Search screen as seen in Figure 5.1. For security purposes, a history of all student maintenance modifications is retained by the SSID system.

Utah State Office of Education | SSID

User LEA Admin Granite
LEA GRANITE DISTRICT (12)
School N/A

Home | File Processing | Student Search | User Maintenance | Support | Log Out

File Maintenance

- Upload Request File
- Review File Processing
- Review File History

Student Maintenance

- Student Search
- Retrieve Student
- New Student
- Update Student Info
- Student History
- Merge Students

User Maintenance

- Edit User Info
- Change Password
- Support

Student Search and Maintenance

The SSID or the Last Name and first 2 characters of the First Name are required. (Only active students are displayed.)

Last Name First Name Middle Name

Gender ☐ Male ☐ Female Birthdate (mm/dd/yyyy) SSID

School Year LEA LEA School # LEA Student #

Search Reset Retrieve Update Student History Matches

SSID	Last Name	First Name	Middle Name	Gender	Birth Date	Last Updated	Created
------	-----------	------------	-------------	--------	------------	--------------	---------

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Figure 5.1

5.1 Searching for Students in the System

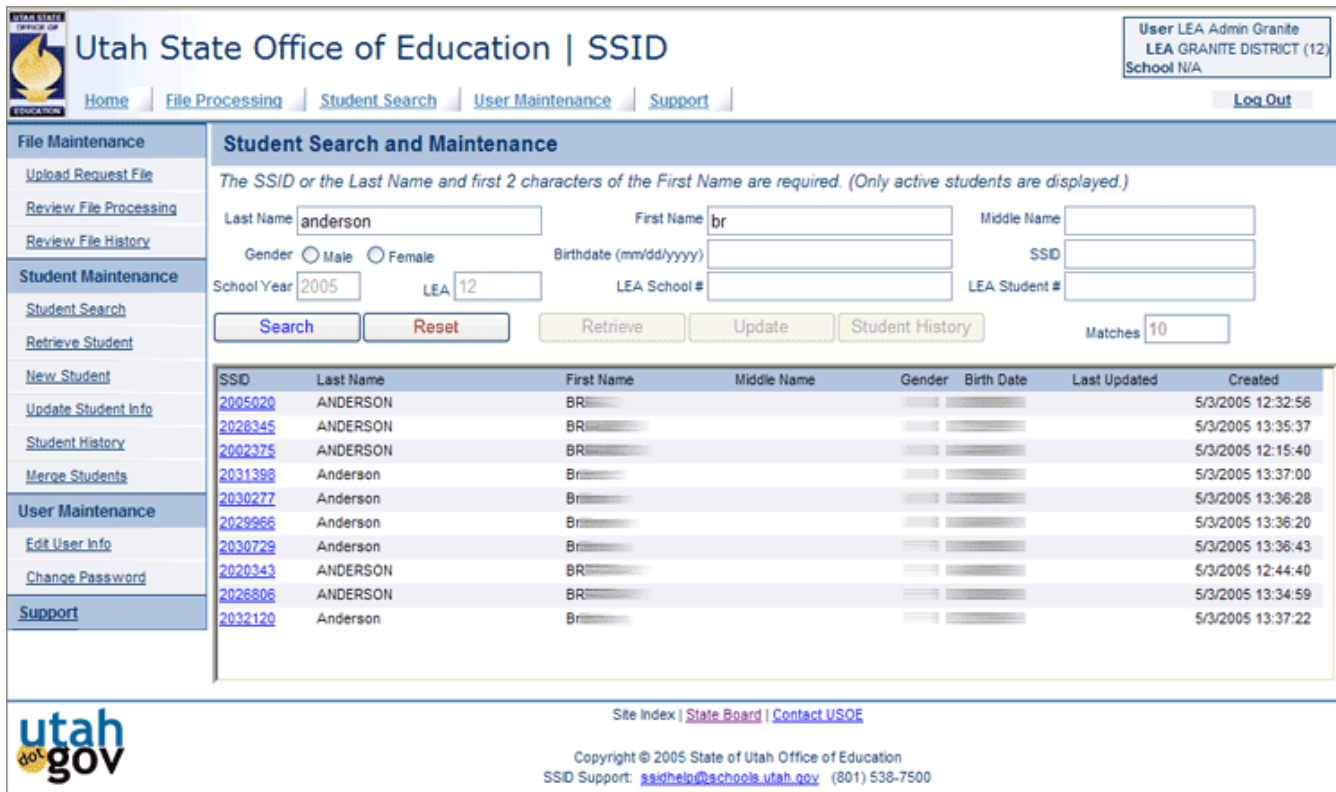
Student searches will allow students to be looked up using either the students SSID number or by using a combination of the full last name and the first two letters of the first name. After doing a search, student information will appear and can be edited from the same screen.

5.1.1 Steps

The following are general steps to be used in the searching for students.

1. Log on to the SSID web site with a valid user ID and password
2. Select **Student Search** from the **Student Maintenance** section of the home page
3. Enter a student's SSID number or their last name along with the first two letters of their first name

4. Click on 
5. Students that match the search criteria are displayed. Figure 5.2 displays a possible result using the last name of **anderson**, and the first name as **br**.



Utah State Office of Education | SSID

User: LEA Admin Granite
LEA: GRANITE DISTRICT (12)
School: N/A
[Log Out](#)

[Home](#) [File Processing](#) [Student Search](#) [User Maintenance](#) [Support](#)

File Maintenance

- [Upload Request File](#)
- [Review File Processing](#)
- [Review File History](#)

Student Maintenance

- [Student Search](#)
- [Retrieve Student](#)
- [New Student](#)
- [Update Student Info](#)
- [Student History](#)
- [Merge Students](#)

User Maintenance

- [Edit User Info](#)
- [Change Password](#)

Support

[Support](#)

Student Search and Maintenance

The SSID or the Last Name and first 2 characters of the First Name are required. (Only active students are displayed.)

Last Name: First Name: Middle Name:

Gender: ☐ Male ☐ Female Birthdate (mm/dd/yyyy): SSID:

School Year: LEA: LEA School #: LEA Student #:

Matches:

SSID	Last Name	First Name	Middle Name	Gender	Birth Date	Last Updated	Created
2005020	ANDERSON	BR				5/3/2005 12:32:56	
2028345	ANDERSON	BR				5/3/2005 13:35:37	
2002375	ANDERSON	BR				5/3/2005 12:15:40	
2031398	Anderson	Br				5/3/2005 13:37:00	
2030277	Anderson	Br				5/3/2005 13:36:28	
2029566	Anderson	Br				5/3/2005 13:36:20	
2030729	Anderson	Br				5/3/2005 13:36:43	
2020343	ANDERSON	BR				5/3/2005 12:44:40	
2026806	ANDERSON	BR				5/3/2005 13:34:59	
2032120	Anderson	Br				5/3/2005 13:37:22	

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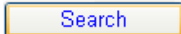
Figure 5.2

5.2 Retrieving Students

The **Retrieve Student** area allows LEAs to transfer students from another district to their district.

5.2.1 Steps

The following are general steps to be used in retrieving student information.

1. Log on to the SSID web site with a valid user ID and password
2. Select **Retrieve Student** from the **Student Maintenance** section of the home page
3. Enter a student's SSID number or their last name along with the first two letters of their first name
4. Click on 
5. Select the correct student
6. Enter the correct LEA School # and LEA Student #
7. Click on 

Note: If the student already belongs to the LEA, then only the Update option is available

5.3 Creating New Students in the System

Students that are new to the Utah Public School system must have a new SSID created for them. Kindergarten students are considered as new students and need to have an SSID created for them, while students that may have been in the Utah school system must be searched for.

It is a requirement for all LEAs who provide testing for either privately taught or home-schooled students to administer an SSID number for the student. To do this, each LEA must first create or retrieve a student's SSID number because private and home schools are not to have access to the SSID system. The school number that the LEA assigns to the student will not be a school number of their own, but one of the following:

- 990 - Home School
- 995 - Private School

5.4 Creating New Students Manually

To create students manually an LEA will use the New Student option from the SSID web site menu. Before creating a new SSID for a student, the existence of the student should be verified, or a duplicate may be created in the system. If a student exists with the same Primary Attributes, the LEA will be required to over-ride the system to create the new student SSID. The New Student screen is shown in Figure 5.3

The screenshot displays the 'Utah State Office of Education | SSID' web application. The top navigation bar includes links for Home, File Processing, Student Search, User Maintenance, and Support. A user profile box in the top right corner identifies the user as 'LEA Admin Granite' for 'LEA GRANITE DISTRICT (12)' with 'School N/A'. A 'Log Out' button is also present.

The left sidebar contains a menu with categories: File Maintenance (Upload Request File, Review File Processing, Review File History), Student Maintenance (Student Search, Retrieve Student, New Student, Update Student Info, Student History, Merge Students), User Maintenance (Edit User Info, Change Password), and Support.

The main content area is titled 'Create New Student' and contains the following form fields:

- Last Name: [Text Box]
- First Name: [Text Box]
- Middle Name: [Text Box]
- Gender: ☐ Male ☐ Female
- Birth Date (mm/dd/yyyy): [Text Box] (displaying 00/00/0000)
- School Year: [Dropdown Menu] (displaying 2005)
- LEA: 12
- LEA School #: [Text Box]
- LEA Student #: [Text Box]

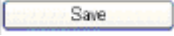
 Below the form fields are 'Save' and 'Reset' buttons.

The footer of the application includes the 'utah.gov' logo, a 'Site Index' link, and contact information for the Utah Office of Education, including a copyright notice for 2005 and an email address for SSID support.

Figure 5.3

5.4.1 Steps

The following are general steps to be used in creating a new SSID for a student.

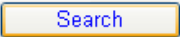
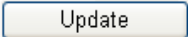
1. Log on to the SSID web site with a valid user ID and password
2. Select **New Student** from the **Student Maintenance** section of the home page
3. Enter a student's complete information
4. Click on 
5. Make note of the new student's SSID in the LEA SIS system.

5.5 Updating Students

LEAs are able to update existing student attributes in the SSID system using the website or using the SSID Request File process. This may be done manually or in a batch process.

5.5.1 Steps

The following are general steps to be used in updating student information.

1. Log on to the SSID web site with a valid user ID and password
2. Select **Update Student Information** from the **Student Maintenance** section of the home page
3. Enter a student's SSID number or their last name along with the first two letters of their first name
4. Click on 
5. Select the correct student
6. Enter the updated student information
7. Click on 

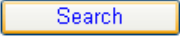
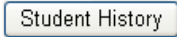
5.6 Reviewing a Student's History

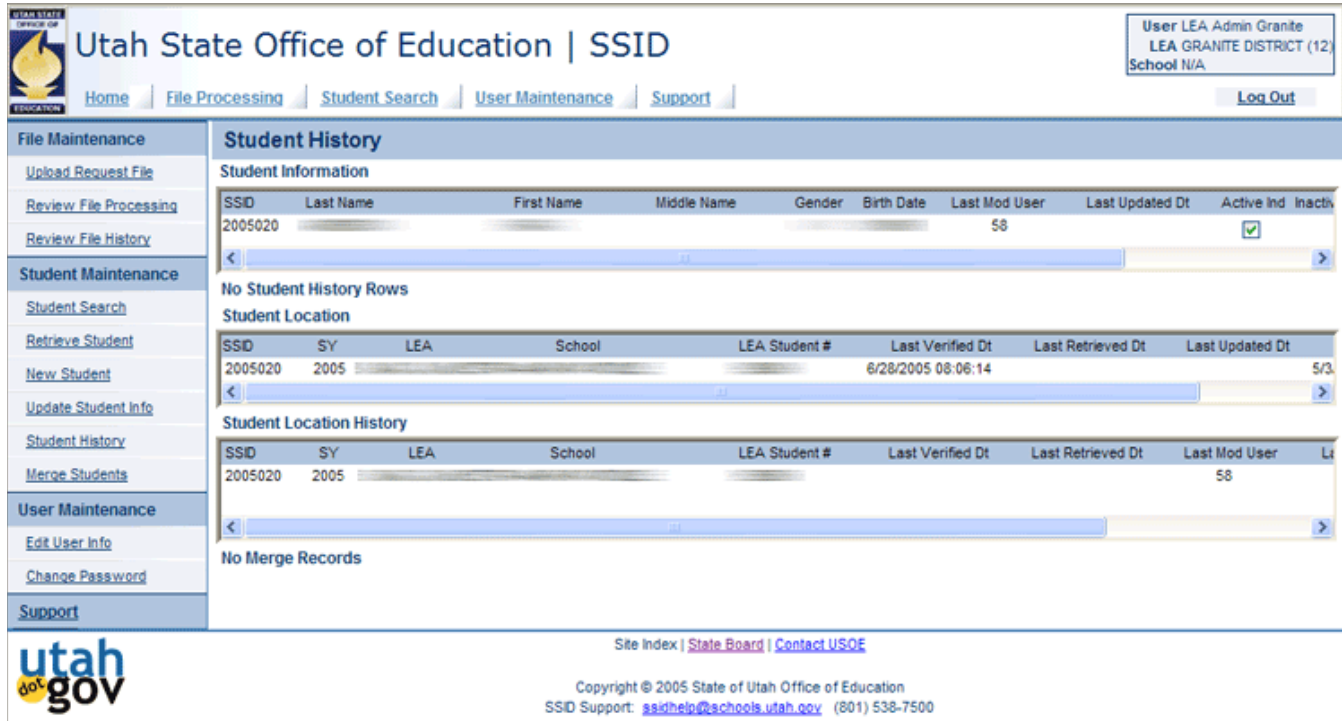
An LEA may view changes that have been made to a student by using the Student history section of the web site.

5.6.1 Steps

The following are general steps to be used in viewing **Student History**.

1. Log on to the SSID web site with a valid user ID and password
2. Select **Student History** from the **Student Maintenance** section of the home page
3. Enter a student's SSID number or their last name along with the first two letters of their first name

4. Click on 
5. Select the correct student
6. Click  to view the screen shown in Figure 5.4



Utah State Office of Education | SSID

User: LEA Admin Granite
LEA: GRANITE DISTRICT (12)
School: N/A

[Home](#) | [File Processing](#) | [Student Search](#) | [User Maintenance](#) | [Support](#) | [Log Out](#)

File Maintenance

- [Upload Request File](#)
- [Review File Processing](#)
- [Review File History](#)

Student Maintenance

- [Student Search](#)
- [Retrieve Student](#)
- [New Student](#)
- [Update Student Info](#)
- [Student History](#)
- [Merge Students](#)

User Maintenance

- [Edit User Info](#)
- [Change Password](#)

[Support](#)

Student History

Student Information

SSID	Last Name	First Name	Middle Name	Gender	Birth Date	Last Mod User	Last Updated Dt	Active Ind	Inactiv
2005020						58		☒	

No Student History Rows

Student Location

SSID	SY	LEA	School	LEA Student #	Last Verified Dt	Last Retrieved Dt	Last Updated Dt
2005020	2005				6/28/2005 08:06:14		5/3

Student Location History

SSID	SY	LEA	School	LEA Student #	Last Verified Dt	Last Retrieved Dt	Last Mod User	Lt
2005020	2005						58	

No Merge Records

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Figure 5.4

5.7 Merging Students in the System

Duplicate students may exist in the SSID system based upon LEA data entry. This may occur due to incorrect information, or user error. To resolve the occurrences of student duplications, the student merge feature is used.

To use this function, all SSID numbers for a student must be known. A search may be performed to find a student's SSID numbers.

5.7.1 Description

A student may have more than one SSID number in the SSID system. Duplicate SSID records can occur when student names or other student attributes are entered incorrectly or when possible matches identified by the SSID system are ignored. Duplicate records are generally discovered while searching for student information. To resolve occurrences of duplicate student records the student merge feature is used. After an SSID number has been merged, it is no longer considered valid for preprint and all-student files, or for student searches.

5.7.2 Steps the LEA must take before contacting USOE

1. Before a user requests that SSID records be merged, all LEAs involved must be contacted by the requesting LEA's user to ensure that a duplication does, in fact, exist. The user from the requesting LEA should make a note of who they spoke to at each involved LEA to verify a duplicate student.
2. The requesting LEA must verify that the student already exists in the SSID system based on the student's name, gender, date of birth and any other common information available to the involved LEAs such as parent names, address, etc.
3. If you know the school(s) the student transferred from, this information can be helpful in identifying duplicate students based on the student location records.
4. The user requesting the merge must know the LEA Student number that will be kept for his/her LEA.

5.7.3 Information the requesting LEA must provide to USOE

Once it has been verified that a duplicate student exists, the USOE requires the following information in order to perform the merge:

1. The SSID number to be kept – this will always be the lowest (earliest assigned) SSID number that exists for the student
2. The SSID number(s) to be merged –it is possible that there may be more than one duplicate student record for the same student to be merged
3. The requesting LEA's assigned Student number - this is the student number that will be kept in the SSID system
4. The name of the individuals contacted at all LEAs that will be affected by the merge being requested
5. The name of the SSID user from the requesting LEA asking for the merge as well as the reason for the request. This must be an SSID user with active and unlocked status, who is authorized to use the system

5.7.4 Information provided after the merge is successfully completed

When the merge is complete, the affected LEAs will be notified by email. The email notification states that either the kept or the merged SSID had one or more location records at the affected LEAs. All LEAs should update any student records' SSID number to reflect the kept SSID number. This update should be made within the LEA's SIS system if its SIS system had the student's merged SSID number and not the kept SSID number. The merged student location record(s) will have been combined with the kept SSID record.

5.7.5 Merged Student Search

The **Merge Students** link on the SSID web page has been replaced with **Merged Student Search**. If you have records containing an SSID number that does not have active status in the SSID system, it is likely that the SSID number at your LEA has been merged. An SSID user can now verify this using the **Merged Student Search** feature. (See figure 5.5)

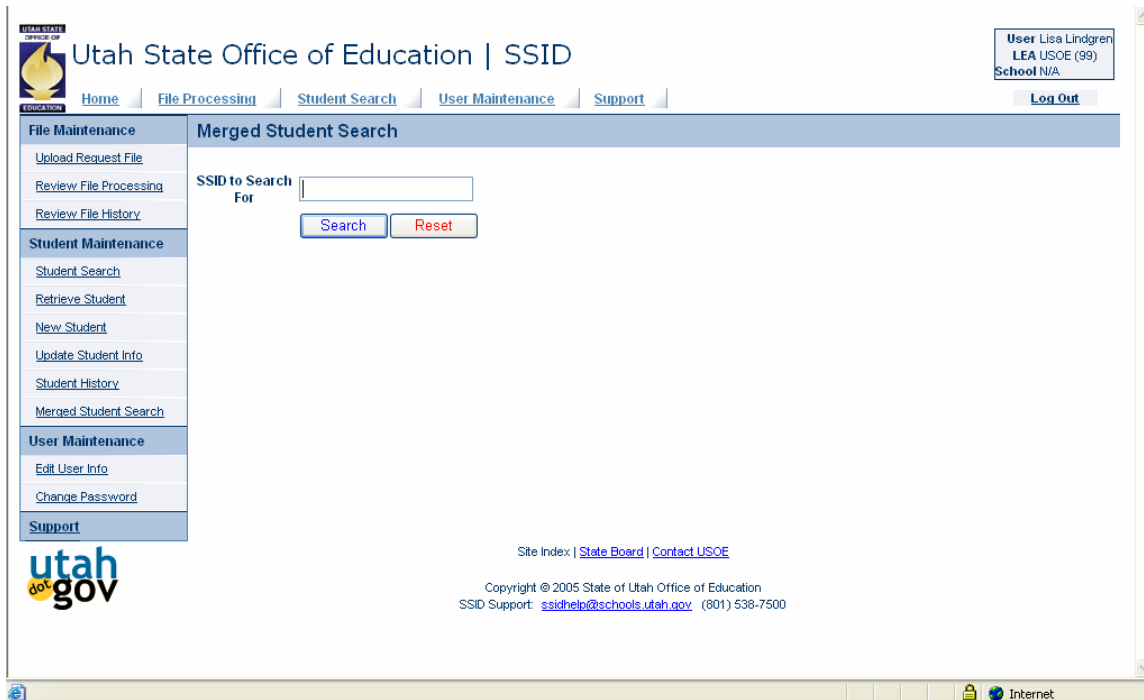
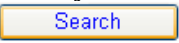


Figure 5.5

5.7.5.1 Steps in searching for a merged SSID number

1. Log on to the SSID web site with a valid user ID and password
2. Select **Merged Student Search** from the **Student Maintenance** section of the home page
3. Enter the SSID you are searching for in the box 
4. Click on 
5. If the SSID was merged, the system will return a response showing the merged SSID in red as well as the kept SSID number, student and location information.
6. If you determine that an SSID previously assigned to a student in your LEA has been merged you should take whatever steps are necessary to update your LEA's SIS system to the kept SSID number.

Utah State Office of Education | SSID

User: LEA Admin SaltLake
LEA: SALT LAKE DISTRICT (36)
School: N/A

[Home](#) | [File Processing](#) | [Student Search](#) | [User Maintenance](#) | [Support](#) | [Log Out](#)

File Maintenance

- [Upload Request File](#)
- [Review File Processing](#)
- [Review File History](#)

Student Maintenance

- [Student Search](#)
- [Retrieve Student](#)
- [New Student](#)
- [Update Student Info](#)
- [Student History](#)
- [Merged Student Search](#)

User Maintenance

- [Edit User Info](#)
- [Change Password](#)

Support

Merged Student Search

SSID to Search For:

[Search](#) [Reset](#)

Student Information

	SSID	Name	Gender	Birth Date	Last Updated	Active?	Inactive Reason	Created
Keep	1168974	Test Data	M	1/1/2000	10/3/2006 11:46:11	☒		10/3/2006 11:32:23
Merge	1168975	Test Data	M	1/1/2000		☐		10/3/2006 11:33:28

Student Location Information

	SSID	LEA	School	Student Number	School Year	Created	School Phone #
Keep	1168974	36-SALT LAKE DISTRICT	104-BACKMAN SCHOOL	1000001	2007	10/3/2006 11:32:23	(801) 578-8100

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SSID Support: ssidhelp@schools.utah.gov (801) 538-7500

Figure 5.6

5.7.6 Merged SSID Numbers and Testing – Processes to Follow

5.7.6.1 When to Create and Submit a New Pre-print File

If an SSID number in a pre-print file was merged, and that file has already been queued, it may be necessary to resubmit the file. This is necessary when the LEA has submitted the original pre-print file, answer sheets have been printed, and they have not yet been sent out. It is also necessary when the LEA has not yet tested students for that testing period.

If an SSID number was merged, *and* the LEA student number was changed, *and* either of the two necessary conditions above have been met, it is acceptable for the LEA to resubmit a small pre-print file having the kept SSID number, and the current LEA student number. This may be done only if the student number changed. New answer sheets will be generated from the corrected file.

5.7.6.2 When to Create and Submit a New All-student File

If an SSID number in an all-student file was merged, and that file has already been queued, it is necessary to recreate and resubmit it if answer sheets have been sent, or if the LEA has tested students for that testing period.

6 User Maintenance

A valid user ID and password are required to use the SSID website. LEAs are able to change their password using the **User Maintenance** web page. LEAs must contact USOE in order to create a new SSID web site user ID. Each user has a specific security role in the system based upon how the user is setup. LEA Administrators are able to add other LEA users and maintain their information in the system. A typical **User Maintenance** screen is shown in Figure 4.1 with user names and information removed for security purposes.

Note: LEA Administrators are **ONLY** able to manage and edit their own LEA users and passwords.

Utah State Office of Education | SSID

User: LEA Admin Davis
LEA: DAVIS DISTRICT (07)
School: N/A

Home | File Processing | Student Search | **User Maintenance** | Support

Log Out

Edit User Info for DAVIS DISTRICT (07)

User Name	Security Level	Name	Active?	School #	Last Login	Last Modified
[REDACTED]	LEA User	[REDACTED]	☒			
[REDACTED]	LEA User	[REDACTED]	☒			
[REDACTED]	LEA User	[REDACTED]	☒	710		
[REDACTED]	LEA Administrator	[REDACTED]	☒		09/01/05 13:49:05	09/02/05 14:14:05

Save New Reset Password

Security Level: LEA User Active User? ☒ Locked? ☐ USOE Approved? ☐

System User Name: [REDACTED]

First Name: [REDACTED] Last Name: [REDACTED]

* Title: [REDACTED]

Phone: (801) 456-7854 ext. [REDACTED]

Primary e-mail: [REDACTED]

* Secondary e-mail: [REDACTED]

* School: [REDACTED]

LEA Number: 07 * Optional fields

Last Login: [REDACTED]

Last Modified by: [REDACTED] on [REDACTED]

Created by: lea_admin_davis on 10/3/2005 10:17:10

Approved by: [REDACTED] on [REDACTED]

* Description and Notes: [REDACTED]

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Figure 6.1

6.1 Creating new users

LEA administrators may create users for their own areas, and adjust the information for each user. The web site holds contact and location information for each individual user. Changes are tracked for individual users.

6.1.1 Steps

The following are general steps to be used in creating new LEA users.

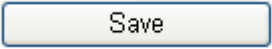
1. Log on to the SSID web site with a valid user ID and password
2. Select **Edit User Info** from the **User Maintenance** section of the home page
3. Click on 
4. Enter the new user's information into the system as shown in Figure 6.2
5. Click on  to save user

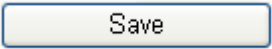
Figure 6.2

6.2 Editing Users

If an LEA user's information is incorrect or needs changed, use the **Edit User Info** page to modify the information.

6.2.1 Steps

The following are general steps to be used in editing user information.

1. Log on to the SSID web site with a valid user ID and password
2. Select **Edit User Info** from the **User Maintenance** section of the home page
3. Change the users information as required
4. Click on 

6.3 Change Password

Passwords must be changed at regular intervals and at any time the password may have been compromised. See Figure 6.3 for the Change Password page.

Utah State Office of Education | SSID

User: LEA Admin Davis
LEA: DAVIS DISTRICT (07)
School: N/A

[Home](#) | [File Processing](#) | [Student Search](#) | [User Maintenance](#) | [Support](#) | [Log Out](#)

File Maintenance

- [Upload Request File](#)
- [Review File Processing](#)
- [Review File History](#)

Student Maintenance

- [Student Search](#)
- [Retrieve Student](#)
- [New Student](#)
- [Update Student Info](#)
- [Student History](#)
- [Merge Students](#)

User Maintenance

- [Edit User Info](#)
- [Change Password](#)

Support

Change Password

All passwords must meet the following criteria:

- 1) Be at least 8 characters in length
- 2) Contain at least 1 number (0-9)
- 3) Contain at least 1 uppercase letter (A-Z)
- 4) Contain at least 1 lowercase letter (a-z)

Current Password:

New Password:

Confirm New Password:

[Save New Password](#)

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utah.gov

Figure 6.3

6.3.1.1 Steps

The following are general steps to change the current users password.

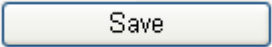
1. Log on to the SSID web site with a valid user ID and password
2. Select **Change Password** from the **User Maintenance** section of the home page
3. Enter the current password
4. Enter the new password in the next two blanks
5. Click on [Save New Password](#)

6.4 Disabling Users

It may be necessary to disable a user's account when a job function changes or for any other reason.

6.4.1.1 Steps

The following are general steps to disabling user accounts.

1. Log on to the SSID web site with a valid user ID and password
2. Select **Edit User Info** from the **User Maintenance** section of the home page
3. Uncheck Active User checkbox
4. Click on 

6.5 USOE User Maintenance

Stagnant SSID user accounts provide opportunity for system abuse. LEAs are responsible to inform USOE when a user account should be inactivated or possibly deleted because of reassignment or termination. In addition, user maintenance will be performed regularly by USOE using the SSID Support application, and user accounts will be deleted or inactivated, or cleaned up, based on the following rules:

1. If the last login date is one year or greater from the date the maintenance application is run, the user account will be made inactive. If there are no SSID records attached to this user account, the user account will be deleted.
2. If the USOE approved date is empty and the last login date is greater than one year, the user account will be made inactive. If there are no SSID records attached to this user account, the user account will be deleted. The USOE approved date can be empty if USOE approval has been revoked due to a security violation, or if the LEA Administrator set up the account and it was never approved by USOE.
3. If the user account creation date is greater than one year and the user has never logged in, there will be no last login date and the user account will be deleted. There would be no SSID records attached to this user account since the user would not have logged in.

When an SSID user account is deleted or disabled access to the SSID folder at the secure FTP site will also be removed.

An inactivated SSID user account can be reactivated, or a deleted SSID user account can be recreated by completing the new SSID user process. This includes completing and faxing the SSID new User Agreement Form, and USOE approval. The user will also need to request access to the secure FTP site.

When a user account is inactivated or deleted an email notification will be sent to all remaining active SSID users within the affected LEA.

Listed below are some examples of action that would be taken with user accounts after User Maintenance is performed. For each example, assume the User Maintenance was performed on April 1, 2007.

User account information	Action taken and explanation
User last logged in 2/23/2006 and uploaded a request file	User account is inactivated since last login is greater than one year; account is not deleted because SSID records are attached to this user account
User logged in 1/15/2007 and performed a manual search	User account remains active since last login is less than one year
User logged in once on 1/5/2006 and downloaded the SSID User Manual	User account is deleted since last login is greater than one year and no SSID records are attached to this user
User account created 5/1/2006, user has never logged in	Account remains active since account creation date is less than one year
User last logged in 3/15/2006. USOE approved date is blank due to USOE approval revocation; user has previously retrieved students manually	Account is inactive due to USOE approval revocation; account is not deleted because SSID records are attached to this user account
User last logged in 1/16/2005. User account is flagged as a USOE user	Account is active; USOE user accounts are not deleted or inactivated when maintenance is performed.

Inactive user accounts can be viewed on the SSID web site on the User Maintenance page. If a user account is inactivated, the Active User box is not checked and the Description and Notes page will contain an explanation of the action taken and the date it occurred.

The screenshot shows the Utah State Office of Education | SSID web application. The main content area is titled 'Edit User Info for ALPINE DISTRICT (01)'. It features a table of users with columns for ID, LEA, Role, Username, and Last Login. Below the table are buttons for 'Save', 'New', 'Reset Password', and 'Delete'. A detailed form for editing user information is also visible, including fields for Security Level, System User Name, First Name, Last Name, Title, Phone, Primary e-mail, and School. The form also includes checkboxes for 'Active User?', 'Locked?', and 'USOE Approved?'. A 'Description and Notes' section shows a note about automated inactivation due to last login date greater than one year.

ID	LEA	Role	Username	Last Login
01tuser1	LEA Administrator	Test User1		11/08/06 11:22:32
01tuser2	LEA Administrator	Test User2		11/06/05 10:45:41
01tuser3	LEA Administrator	Test User3		11/06/05 10:45:41
01tuser5	LEA User	Test User5		11/16/06 12:18:43

User Maintenance Form:

Security Level: LEA Administrator | Active User? ☐ | LEA Number: 01 | * Optional fields

System User Name: 01tuser2 | Locked? ☐ | Last Login: 11/6/2005 10:45:41

First Name: Test | USOE Approved? ☒ | Last Modified by: 99kdevita on 11/8/2006 10:04:38

Last Name: User2 | Created by: 99kdevita on 11/8/2004 10:43:55

* Title: | Approved by: 99kdevita on 11/8/2006 10:04:38

Phone: (801) 555-1234 ext. | * Description and Notes: Mar 30 2007 1:56PM :Automated inactivation- Last login date greater than one year.,

Primary e-mail: null@null.org

* Secondary e-mail: | * School:

Figure 6.4

7 SSID Support

The **SSID Support** page contains information to aid in the usage of the SSID web site. Included are user documents with many instructions, as well as links to download files like the SSID Request File Validation Application tool mentioned above. The Support page is shown in Figure 7.1



Utah State Office of Education | SSID

User LEA Admin Davis
LEA DAVIS DISTRICT (07)
School N/A

[Home](#) | [File Processing](#) | [Student Search](#) | [User Maintenance](#) | [Support](#)

[Log Out](#)

SSID Support - Downloads					
Request File Validation Application			Release Date	Version / Size	
Application Setup	Download and install this application to validate LEA SSID Request Files prior to upload.	10/03/2005	1.0L 7 MB		Download
Latest data files	Latest data files for the SSID Request File Validation Application.	Updated Nightly	N/A 33 KB		Download
GPL Ghostscript	Download and install if you want to save reports generated by the Request File Validation Application as PDFs.	9/22/2004	8.15 9.3 MB		Download
Documents			Release Date	Version / Size	
SSID File Format Specification	Detailed specification for building and parsing SSID Request Files and SSID Response Files.	10/05/2005	0.11 33 KB		Download
SSID FAQs	Top Frequently Asked Questions for the SSID System.	10/04/2005	N/A 67 KB		Download
SSID Website Release Notes	Contains the revision history for the SSID Website.	10/05/2005	1.1 10 KB		Download
SSID User Manual	Documentation for using the SSID Website and Request File Validation Application.	10/05/2005	1.1 5.5 MB		Download
New LEA Admin Agreement	Download, complete and return this form to the USOE SSID Administrator to gain LEA Administrator level access to the SSID Website.	7/28/2005	N/A 1 MB		Download
New LEA User Agreement	Download, complete and return this form to the USOE SSID Administrator to gain LEA User level access to the SSID Website.	7/28/2005	N/A 1 MB		Download
Student Name Specification	Student Name Data Entry rules and examples. Send to all registrars.	6/29/2005	0.1 362 KB		Download
SSID Error Messages	List of SSID error codes and their descriptions.	Updated Nightly	N/A 41 KB		Download

Icon Key

- Downloads with this image are installation programs compatible with Microsoft Windows.
- Downloads with this image require Adobe Acrobat Reader Adobe Acrobat® Reader®. [Click here to get it.](#)
- Downloads with this image require a zip archive compression tool like [WinZip](#)® or [PKUNZIP](#).

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SSID Support: ssidhelp@schools.utah.gov (801) 538-7500

Figure 7.1

7.1 SSID Support Downloads

The SSID Support page has one section which is associated to the Request File Validation Application and one section which contains artifacts to assist LEA's to use the SSID web site.

7.1.1 Request File Downloads

This area of the download page contains files and programs that are associated only with the SSID Request File Validation application.

Application Setup	This is a setup program for installing the SSID Request File Validation application. Click on the download link, then double click on the file to run setup.
Latest Data files	This section contains the latest support files from USOE for validating SSID Request files.
GPL Ghostscript	This section contains a ghostscript setup program used for creating PDF files from the File Validation program.

7.1.2 Download Documents

This area of the download page contains artifacts related to the SSID system.

SSID File Spec	This is the SSID Request and Response file specification.
SSID Release Notes	This contains the latest information about the SSID Web Site.
SSID User Manual	SSID Web Site user manual.
LEA Admin Agreement	This section contains the required forms for requesting a LEA administrator account in the SSID system.
LEA User Agreement.	This section contains the required forms for requesting a LEA User account in the SSID system.
Student Name Specification	The artifact which describes how LEAs should submit student names to the SSID system. Contains specifications for first name, last name, and middle name data entry. Also contains examples for each.
SSID Error Messages	Error message that may be returned by the system on the web site as well as the SSID Response files.

1 Change History

Date	Version	Description
5/22/2005	.06	Removed Error codes from specification
5/31/2005	.07	Changed LEA from 4 to 3 digits, fixed SSID URL, added file status picture from web site in section 3, added section numbers to section 3
6/14/2005	.08	Added Error Description to the Response file
6/21/2005	.08a	Changed LEA N's to A's, clarified file names, added section 2.1.1
7/28/2005	.09	Mistake on LEA Numbering should be NNNN
9/06/2005	.10	Changed process status to Row Status in section 2.4, Modified header and version column.
10/5/2005	.11	Validation section added 2.1

2 File Formats

The SSID system uses two file formats - the SSID Request file and the SSID Response file. The USOE SSID File Validation Application is used to verify that each uploaded SSID Request File meets this specification. SSID Request files that contain errors (data type errors, too many characters in an attribute, etc) must be fixed by the LEA and re-uploaded for processing. LEA's should use the SSID Request File Validation Application to validate each Request file **PRIOR** to uploading files to the SSID system.

NOTE: The SSID Request File Validation application is available on CD by contacting USOE or on the SSID web site as a download link on the Support page. Documentation on the SSID Request File Validation application and the web site is available on the USOE SSID web site.
<https://ssid.schools.utah.gov/SSID>

In the future, USOE may allow alternatives to the proposed CSV file format (i.e. XML format).

The following table defines the codes used in the file formats.

Character	Definition
A	Alphanumeric
N	Number (0-9)
YYYY	4 digit year ,
MM	2 digit month 01-12
DD	2 digit day 01-31

2.1 Validations

Additional SSID Request File validations are contained in this section.

2.1.1 Last name, first name, middle name characters

The last name, first name and middle name fields can only contain capital and lower case letters A-Z, apostrophe and hyphen. All other characters are not allowed into the SSID system for these fields.

2.1.2 LEA Validation

The SSID system requires that the LEA numbers in a file match the LEA for the user_id that uploaded the file. The File Validation application requires the operator to type in their LEA number and validates that the LEA number in the file matches. Users that upload files for other LEA's must obtain a user_id for the each LEA they need to upload the file for.

2.2 SSID Request file format

The SSID Request file format is a comma delimited file (CSV) created by LEA's. LEA's will upload this file to USOE using the SSID web site.

Attribute Name	Maximum Width	Character Format	Description
SSID	10	Numeric	State Student Identifier
School Year	4	Numeric	School Year – 2005
Last Name	30	Alpha	Last Name (see section 2.1.1)
First Name	20	Alpha	First Name (see section 2.1.1)
Middle Name	20	Alpha	Middle name (see section 2.1.1)
Birth date	10	YYYY/MM/DD or MM/DD/YYYY	Minimum age is 3, maximum age is 23
Gender	1	M-Male, F-Female	Gender
LEA Number	3	AAA	LEA number
LEA School Number	4	AAAA	LEA School Number
LEA Student Number	10	AAAAAAAAAA	LEA defined
Request Type	1	A	Row Request Type, (N-New, R-Request, V-Verify, U-Update)

2.3 Request File Name Convention

The following table contains the SSID Request file attribute definitions.

Attribute Name	Number of Chars	Character Format	Description
LEA Number	3	AAA	LEA number left 0 filled
Date	8	YYYYMMDD	Process Date
File Number	4	NNNN	File number uploaded during day
.CSV	4	.CSV	File extension

[REQ][_][LEA Number][_][Date][_][Filenumber][.CSV]

Example:

REQ_AAA_20041231_0001.CSV

2.4 SSID Response file format

The SSID Response file format is a comma delimited file (CSV). It is required that LEA's download and synchronize their LEA SIS systems with the SSID Response files.

Attribute Name	Maximum Width	Character Format	Description
File Line Number	8	Numeric	File Line Number
SSID	10	Numeric	State Student Identifier
School Year	4	Numeric	School Year – 2005
Last Name	30	Alpha	Last Name (see section 2.1.1)
First Name	20	Alpha	First Name (see section 2.1.1)
Middle Name	20	Alpha	Middle name (see section 2.1.1)
Birth date	10	YYYY/MM/DD or MM/DD/YYYY	Minimum age is 3, maximum age is 23
Gender	1	M-Male, F-Female	Gender
LEA Number	3	AAA	LEA Number
School Number	4	AAAA	School Number
LEA Student Number	10	AAAAAAAAAA	LEA defined.
Request Type	1	A	Row Request Type, (N-New, R-Request, V-Verify, U-Update)
Row Status †	2	AA	Row Process Status
Error Code †	4	Numeric	Row Error Code
Error Description	255	Alpha/Numeric	Row Error Description
Process Date & Time	19	YYYY/MM/DD hh:mm:ss	Date and time that the SSID was posted or canceled in the SSID system

† See codes in the Code Table Section

2.5 SSID Response File Name Convention

The following table contains the SSID Response file name.

The Response file will have the same name as the Request file except that REQ will be changed to RESP.

Attribute Name	Number of Chars	Character Format	Description
LEA Number	3	AAA	LEA number right 0 filled
Date	8	YYYYMMDD	Process Date
File Number	4	NNNN	File number uploaded during day
.CSV	4	.CSV	File extension

[RESP][_][LEA Number][_][Date][_][Filenumber][.CSV]

Example:

RESP_AAA_20041231_0001.CSV

3 Code Tables

This section contains tables which have the various codes returned in the SSID Response File or on the web site. These codes are subject to change at any time.

3.1 SSID System Error Codes

Download the latest error codes from the SSID Web Site Support page.

3.2 SSID System Row Status

This code is used internally by the SSID system and the SSID Response File. LEAs should be familiar with the row statuses as that directs them as to how the row was processed by the SSID system.

Row Status	Status Description
Blank	No Error
E	Error
P	Posted
X	Canceled

3.3 SSID File Status

The SSID File status is displayed for the file status on the web site.

(This code is used internally by the SSID system. LEA Users will only be interested in the description.)

File Status	File Status Description
A	Action Required
C	Completed
D	Creating Download File
F	Failed
L	Loaded
P	Posting
Q	Queued
R	Received
V	Validating
X	Canceled

SSID Request File Status at the bottom of the SSID File Processing web page.



ATTACHMENT A: STATE OF UTAH STANDARD TERMS AND CONDITIONS

1. **AUTHORITY:** Provisions of this contract are pursuant to the authority set forth in 63G-6, Utah Code Annotated, 1953, as amended, Utah State Procurement Rules (Utah Administrative Code Section R33), and related statutes which permit the State to purchase certain specified services, and other approved purchases for the State.
2. **CONTRACT JURISDICTION, CHOICE OF LAW, AND VENUE:** The provisions of this contract shall be governed by the laws of the State of Utah. The parties will submit to the jurisdiction of the courts of the State of Utah for any dispute arising out of this Contract or the breach thereof. Venue shall be in Salt Lake City, in the Third Judicial District Court for Salt Lake County.
3. **LAWS AND REGULATIONS:** The Contractor and any and all supplies, services, equipment, and construction furnished under this contract will comply fully with all applicable Federal and State laws and regulations.
4. **RECORDS ADMINISTRATION:** The Contractor shall maintain, or supervise the maintenance of all records necessary to properly account for the payments made to the Contractor for costs authorized by this contract. These records shall be retained by the Contractor for at least four years after the contract terminates, or until all audits initiated within the four years, have been completed, whichever is later. The Contractor agrees to allow State and Federal auditors, and State Agency Staff, access to all the records to this contract, for audit and inspection, and monitoring of services. Such access will be during normal business hours, or by appointment.
5. **CERTIFY REGISTRATION AND USE OF EMPLOYMENT "STATUS VERIFICATION SYSTEM":** The Status Verification System, also referred to as "E-verify", only applies to contracts issued through a Request for Proposal process, and to sole sources that are included within a Request for Proposal. It does not apply to Invitation to Bids nor to the Multi-Step Process.

5.1 Status Verification System

1. Each offeror and each person signing on behalf of any offeror certifies as to its own entity, under penalty of perjury, that the named Contractor has registered and is participating in the Status Verification System to verify the work eligibility status of the contractor's new employees that are employed in the State of Utah in accordance with UCA Section 63G-11-103.
2. The Contractor shall require that the following provision be placed in each subcontract at every tier: "The subcontractor shall certify to the main (prime or general) contractor by affidavit that the subcontractor has verified through the Status Verification System the employment status of each new employee of the respective subcontractor, all in accordance with Section 63G-11-103 and to comply with all applicable employee status verification laws. Such affidavit must be provided prior to the notice to proceed for the subcontractor to perform the work."
3. The State will not consider a proposal for award, nor will it make any award where there has not been compliance with this Section.
4. Manually or electronically signing the Proposal is deemed the Contractor's certification of compliance with all provisions of this employment status verification certification required by all applicable status verification laws including UCA Section 63G-11-103.

5.2 Indemnity Clause for Status Verification System

1. Contractor (includes, but is not limited to any Contractor, Design Professional, Designer or Consultant) shall protect, indemnify and hold harmless, the State and its officers, employees, agents, representatives and anyone that the State may be liable for, against any claim, damages or liability arising out of or resulting from violations of the above Status Verification System Section whether violated by employees, agents, or contractors of the following: (a) Contractor; (b) Subcontractor at any tier; and/or (c) any entity or person for whom the Contractor or Subcontractor may be liable.
2. Notwithstanding Section 1. above, Design Professionals or Designers under direct contract with the State shall only be required to indemnify the State for a liability claim that arises out of the design professional's services, unless the liability claim arises from the Design Professional's negligent act, wrongful act, error or omission, or other liability imposed by law except that the design professional shall be required to indemnify the State in regard to subcontractors or subconsultants at any tier that are under the direct or indirect control or responsibility of the Design Professional, and includes all independent contractors, agents, employees or anyone else for whom the Design Professional may be liable at any tier.
6. **CONFLICT OF INTEREST:** Contractor represents that none of its officers or employees are officers or employees of the State of Utah, unless disclosure has been made in accordance with 67-16-8, Utah Code Annotated, 1953, as amended.
7. **CONTRACTOR, AN INDEPENDENT CONTRACTOR:** The Contractor shall be an independent contractor, and as such, shall have no authorization, express or implied, to bind the State to any agreements, settlements, liability, or understanding whatsoever, and agrees not to perform any acts as agent for the State, except as herein expressly set forth. Compensation stated herein shall be the total amount payable to the Contractor by the State. The Contractor shall be responsible for the payment of all income tax and social security amounts due as a result of payments received from the State for these contract services. Persons employed by the State and acting under the direction of the State shall not be deemed to be employees or agents of the Contractor.
8. **INDEMNITY CLAUSE:** The Contractor agrees to indemnify, save harmless, and release the State of Utah, and all its officers, agents, volunteers, and employees from and against any and all loss, damages, injury, liability, suits, and proceedings arising out of the performance of this contract which are caused in whole or in part by the acts or negligence of the Contractor's officers, agents, volunteers, or employees, but not for claims arising from the State's sole negligence.
9. **EMPLOYMENT PRACTICES CLAUSE:** The Contractor agrees to abide by the provisions of Title VI and VII of the Civil Rights Act of 1964 (42USC 2000e) which prohibits discrimination against any employee or applicant for employment or any applicant or recipient of services, on the basis of race, religion, color, or national origin; and further agrees to abide by Executive Order No. 11246, as amended, which prohibits discrimination on the basis of sex; 45 CFR 90 which prohibits discrimination on the basis of age; and Section 504 of the Rehabilitation Act of 1973, or the Americans with Disabilities Act of 1990 which prohibits discrimination on the basis of disabilities. Also, the Contractor agrees to abide by Utah's Executive Order, dated March 17, 1993, which prohibits sexual harassment in the work place.

10. **SEPARABILITY CLAUSE:** A declaration by any court, or any other binding legal source, that any provision of this contract is illegal and void shall not affect the legality and enforceability of any other provision of this contract, unless the provisions are mutually dependent.
11. **RENEGOTIATION OR MODIFICATIONS:** This contract may be amended, modified, or supplemented only by written amendment to the contract, executed by authorized persons of the parties hereto, and attached to the original signed copy of the contract. Automatic renewals will not apply to this contract.
12. **DEBARMENT:** The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract), by any governmental department or agency. If the Contractor cannot certify this statement, attach a written explanation for review by the State. The Contractor must notify the State Director of Purchasing within 30 days if debarred by any governmental entity during the Contract period.
13. **TERMINATION:** Unless otherwise stated in the Special Terms and Conditions, this contract may be terminated, with cause by either party, in advance of the specified termination date, upon written notice being given by the other party. The party in violation will be given ten (10) working days after notification to correct and cease the violations, after which the contract may be terminated for cause. This contract may be terminated without cause, in advance of the specified expiration date, by either party, upon sixty (60) days prior written notice being given the other party. On termination of this contract, all accounts and payments will be processed according to the financial arrangements set forth herein for approved services rendered to date of termination.
14. **NONAPPROPRIATION OF FUNDS:** The Contractor acknowledges that the State cannot contract for the payment of funds not yet appropriated by the Utah State Legislature. If funding to the State is reduced due to an order by the Legislature or the Governor, or is required by State law, or if federal funding (when applicable) is not provided, the State may terminate this contract or proportionately reduce the services and purchase obligations and the amount due from the State upon 30 days written notice. In the case that funds are not appropriated or are reduced, the State will reimburse Contractor for products delivered or services performed through the date of cancellation or reduction, and the State will not be liable for any future commitments, penalties, or liquidated damages.
15. **SALES TAX EXEMPTION:** The State of Utah's sales and use tax exemption number is 11736850-010-STC. The tangible personal property or services being purchased are being paid from State funds and used in the exercise of that entity's essential functions. If the items being purchased are construction materials, they will be converted into real property by employees of this government entity, unless otherwise stated in the contract.
16. **WARRANTY:** The Contractor agrees to warrant and assume responsibility for all products (including hardware, firmware, and/or software products) that it licenses, contracts, or sells to the State of Utah under this contract for a period of one year, unless otherwise specified and mutually agreed upon elsewhere in this contract. The Contractor (seller) acknowledges that all warranties granted to the buyer by the Uniform Commercial Code of the State of Utah apply to this contract. Product liability disclaimers and/or warranty disclaimers from the seller are not applicable to this contract unless otherwise specified and mutually agreed upon elsewhere in this contract. In general, the Contractor warrants that: (1) the product will do what the salesperson said it would do, (2) the product will live up to all specific claims that the manufacturer makes in their advertisements, (3) the product will be suitable for the ordinary purposes for which such product is used, (4) the product will be suitable for any special purposes that the State has relied on the Contractor's skill or judgment to consider when it advised the State about the product, (5) the product has been properly designed and manufactured, and (6) the product is free of significant defects or unusual problems about which the State has not been warned. Remedies available to the State include the following: The Contractor will repair or replace (at no charge to the State) the product whose nonconformance is discovered and made known to the Contractor in writing. If the repaired and/or replaced product proves to be inadequate, or fails of its essential purpose, the Contractor will refund the full amount of any payments that have been made. Nothing in this warranty will be construed to limit any rights or remedies the State of Utah may otherwise have under this contract.
17. **PUBLIC INFORMATION:** Contractor agrees that the contract, related Sales Orders, and Invoices will be public documents, and may be available for distribution. Contractor gives the State express permission to make copies of the contract, related Sales Orders, and Invoices in accordance with the State of Utah Government Records Access and Management Act (GRAMA). Except for sections identified in writing and expressly approved by the State Division of Purchasing, Contractor also agrees that the Contractor's response to the solicitation will be a public document, and copies may be given to the public under GRAMA laws. The permission to make copies as noted will take precedence over any statements of confidentiality, proprietary information, copyright information, or similar notation.
18. **DELIVERY:** Unless otherwise specified in this contract, all deliveries will be F.O.B. destination with all transportation and handling charges paid by the Contractor. Responsibility and liability for loss or damage will remain with Contractor until final inspection and acceptance when responsibility will pass to the State except as to latent defects, fraud and Contractor's warranty obligations.
19. **ORDERING AND INVOICING:** All orders will be shipped promptly in accordance with the delivery schedule. The Contractor will promptly submit invoices (within 30 days of shipment or delivery of services) to the State. The State contract number and/or the agency purchase order number shall be listed on all invoices, freight tickets, and correspondence relating to the contract order. The prices paid by the State will be those prices listed in the contract. The State has the right to adjust or return any invoice reflecting incorrect pricing.
20. **PAYMENT:** Payments are normally made within 30 days following the date the order is delivered or the date a correct invoice is received, whichever is later. All payments to the Contractor will be remitted by mail unless paid by the State of Utah's Purchasing

Card (major credit card).

21. **PATENTS, COPYRIGHTS, ETC.:** The Contractor will release, indemnify and hold the State, its officers, agents and employees harmless from liability of any kind or nature, including the Contractor's use of any copyrighted or un-copyrighted composition, secret process, patented or un-patented invention, article or appliance furnished or used in the performance of this contract.
22. **ASSIGNMENT/SUBCONTRACT:** Contractor will not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this contract, in whole or in part, without the prior written approval of the State.
23. **DEFAULT AND REMEDIES:** Any of the following events will constitute cause for the State to declare Contractor in default of the contract: 1. Nonperformance of contractual requirements; 2. A material breach of any term or condition of this contract. The State will issue a written notice of default providing a ten (10) day period in which Contractor will have an opportunity to cure. Time allowed for cure will not diminish or eliminate Contractor's liability for damages. If the default remains, after Contractor has been provided the opportunity to cure, the State may do one or more of the following: 1. Exercise any remedy provided by law; 2. Terminate this contract and any related contracts or portions thereof; 3. Impose liquidated damages, if liquidated damages are listed in the contract; 4. Suspend Contractor from receiving future solicitations.
24. **FORCE MAJEURE:** Neither party to this contract will be held responsible for delay or default caused by fire, riot, acts of God and/or war which is beyond that party's reasonable control. The State may terminate this contract after determining such delay or default will reasonably prevent successful performance of the contract.
25. **PROCUREMENT ETHICS:** The Contractor understands that a person who is interested in any way in the sale of any supplies, services, construction, or insurance to the State of Utah is violating the law if the person gives or offers to give any compensation, gratuity, contribution, loan or reward, or any promise thereof to any person acting as a procurement officer on behalf of the State, or who in any official capacity participates in the procurement of such supplies, services, construction, or insurance, whether it is given for their own use or for the use or benefit of any other person or organization (63G-6-1002, Utah Code Annotated, 1953, as amended).
26. **CONFLICT OF TERMS:** Contractor Terms and Conditions that apply must be in writing and attached to the contract. No other Terms and Conditions will apply to this contract including terms listed or referenced on a Contractor's website, terms listed in a Contractor quotation/sales order, etc. In the event of any conflict in the contract terms and conditions, the order of precedence shall be: 1. Atth. A: State of Utah Standard Terms and Conditions; 2. State of Utah Contract Signature Page(s); 3. State Additional Terms and Conditions; 4. Contractor Terms and Conditions.
27. **ENTIRE AGREEMENT:** This Agreement, including all Attachments, and documents incorporated hereunder, and the related State Solicitation constitutes the entire agreement between the parties with respect to the subject matter, and supersedes any and all other prior and contemporaneous agreements and understandings between the parties, whether oral or written. The terms of this Agreement shall supersede any additional or conflicting terms or provisions that may be set forth or printed on the Contractor's work plans, cost estimate forms, receiving tickets, invoices, or any other related standard forms or documents of the Contractor that may subsequently be used to implement, record, or invoice services hereunder from time to time, even if such standard forms or documents have been signed or initialed by a representative of the State. The parties agree that the terms of this Agreement shall prevail in any dispute between the terms of this Agreement and the terms printed on any such standard forms or documents, and such standard forms or documents shall not be considered written amendments of this Agreement.

(Revision date: 4 June 2009)



State of Utah Request for Proposal

Legal Company Name (include d/b/a if applicable) 	Federal Tax Identification Number 	State of Utah Sales Tax ID Number 	
Ordering Address 	City 	State 	Zip Code
Remittance Address (if different from ordering address)	City 	State 	Zip Code
Type: ☐ Corporation ☐ Partnership ☐ Proprietorship ☐ Government	Company Contact Person 		
Telephone Number (include area code) 	Fax Number (include area code) 		
Company's Internet Web Address 	Email Address 		
Discount Terms (for bid purposes, bid discounts less than 30 days will not be considered)	Days Required for Delivery After Receipt of Order (see attached for any required minimums)		
The undersigned certifies that the goods or services offered are produced, mined, grown, manufactured, or performed in Utah. Yes ☐ No ☐ . If no, enter where produced, etc. 			
Offeror's Authorized Representative's Signature 	Date 		
Type or Print Name 	Position or Title 		

REQUEST FOR PROPOSAL - INSTRUCTIONS AND GENERAL PROVISIONS

1. SUBMITTING THE PROPOSAL: (a) The Utah Division of Purchasing and General Services (DIVISION) prefers that proposals be submitted electronically. Electronic proposals may be submitted through a secure mailbox at BidSync (formerly RFP Depot, LLC) (www.bidsync.com) until the date and time as indicated in this document. It is the sole responsibility of the supplier to ensure their proposal reaches BidSync before the closing date and time. There is no cost to the supplier to submit Utah's electronic proposals via BidSync. (b) Electronic proposals may require the uploading of electronic attachments. The submission of attachments containing embedded documents is prohibited. All documents should be attached as separate files. (c) If the supplier chooses to submit the proposal directly to the DIVISION in writing: The proposal must be signed in ink, sealed, and delivered to the Division of Purchasing, 3150 State Office Building, Capitol Hill, Salt Lake City, UT 84114-1061 by the "Due Date and Time." The "Solicitation Number" and "Due Date" must appear on the outside of the envelope. All prices and notations must be in ink or typewritten. Each item must be priced separately. Unit price shall be shown and a total price shall be entered for each item offered. Errors may be crossed out and corrections printed in ink or typewritten adjacent and must be initialed in ink by person signing offer. Unit price will govern, if there is an error in the extension. Written offers will be considered only if it is submitted on the forms provided by the DIVISION. (d) Proposals, modifications, or corrections received after the closing time on the "Due Date" will be considered late and handled in accordance with the Utah Procurement Rules, section R33-3-209. (e) Facsimile transmission of proposals to DIVISION will not be considered.

2. PROPOSAL PREPARATION: (a) Delivery time of products and services is critical and must be adhered to as specified. (b) Wherever in this document an item is defined by using a trade name of a manufacturer and/or model number, it is intended that the words, "or equivalent" apply. "Or equivalent" means any other brand that is equal in use, quality, economy and performance to the brand listed as determined by the DIVISION. If the supplier lists a trade name and/or catalog number in the offer, the DIVISION will assume the item meets the specifications unless the offer clearly states it is an alternate, and describes specifically how it differs from the item specified. All offers must include complete manufacturer's descriptive literature if quoting an equivalent product. All products are to be of new, unused condition, unless otherwise requested in this solicitation. (c) Incomplete proposals may be rejected. (d) Where applicable, all proposals must include complete manufacturer's descriptive literature. (e) By submitting the proposal the offeror certifies that all of the information provided is accurate, that they are willing and able to furnish the item(s) specified, and that prices offered are correct. (f) This proposal may not be withdrawn for a period of 60 days from the due date.

3. FREIGHT COST: (a) Where "Freight Cost" is listed as a separate line item, suppliers are to provide product line item pricing FOB Origin Less Freight. On the line item for "Freight Cost" suppliers are to indicate the total freight cost FOB Destination Freight Prepaid, and complete the "Freight Information" document. The DIVISION will analyze freight charges separately from the item cost and determine how the shipment will be routed (either by the supplier, or by the State's carrier). (b) Where there is not a line item for "Freight Cost", suppliers are to provide line item pricing FOB Destination Freight Prepaid. Unless otherwise indicated on the contract/purchase order, shipping terms will be FOB Destination Freight Prepaid.

4. SOLICITATION AMENDMENTS: All changes to this solicitation will be made through written addendum only. Answers to questions submitted through RFP Depot shall be considered addenda to the solicitation documents. Bidders are cautioned not to consider verbal modifications.

5. PROTECTED INFORMATION: Suppliers are required to mark any specific information contained in their offer which they are claiming as protected and not to be disclosed to the public or used for purposes other than the evaluation of the offer. Each request for non-disclosure must be made by completing the "Confidentiality Claim Form" located at:

<http://www.purchasing.utah.gov/contract/documents/confidentialityclaimform.doc> with a specific justification explaining why the information is to be protected. Pricing and service elements of any proposal will not be considered proprietary. All material becomes the property of the DIVISION and may be returned only at the DIVISION's option.

6. BEST AND FINAL OFFERS: Discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of assuring full understanding of, and responsiveness to, solicitation requirements. Prior to award, these offerors may be asked to submit best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by a competing offeror.

7. SAMPLES: Samples of item(s) specified in this offer, brochures, etc., when required by the DIVISION, must be furnished free of expense to the DIVISION. Any item not destroyed by tests may, upon request made at the time the sample is furnished, be returned at the offeror's expense.

8. AWARD OF CONTRACT: (a) The contract will be awarded with reasonable promptness, by written notice, to the responsible offeror whose proposal is determined to be the most advantageous to the DIVISION, taking into consideration price and evaluation factors set forth in the RFP. No other factors or criteria will be used in the evaluation. The contract file shall contain the basis on which the award is made. Refer to Utah Code Annotated 65-56-408. (b) The DIVISION may accept any item or group of items, or overall best offer. The DIVISION can reject any or all proposals, and it can waive any informality, or technicality in any proposal received, if the DIVISION believes it would serve the best interests of the DIVISION. (c) Before, or after, the award of a contract the DIVISION has the right to inspect the offeror's premises and all business records to determine the offeror's ability to meet contract requirements. (d) The DIVISION will open proposals publicly, identifying only the names of the offerors. During the evaluation process, proposals will be seen only by authorized DIVISION staff and those selected by DIVISION to evaluate the proposals. Following the award decision, all proposals become public information except for protected information (see number 5 above). A register of proposals and contract awards are posted at <http://purchasing.utah.gov/vendor/bidtab.html>. (e) Estimated quantities are for bidding purposes only, and not to be interpreted as a guarantee to purchase any amount. (f) Utah has a reciprocal preference law which will be applied against offerors offering products or services produced in states which discriminate against Utah products. For details see Section 63G-6-404 and 63G-6-405, Utah Code Annotated. (g) Multiple contracts may be awarded if the DIVISION determines it would be in its best interest.

9. DIVISION APPROVAL: Contracts written with the State of Utah, as a result of this proposal, will not be legally binding without the written approval of the Director of the DIVISION.

10. DEBARMENT: The CONTRACTOR certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. If the CONTRACTOR cannot certify this statement, attach a written explanation for review by the DIVISION.

11. ENERGY CONSERVATION AND RECYCLED PRODUCTS: The contractor is encouraged to offer Energy Star certified products or products that meet FEMP (Federal Energy Management Program) standards for energy consumption. The State of Utah also encourages contractors to offer products that are produced with recycled materials, where appropriate, unless otherwise requested in this solicitation.

12. GOVERNING LAWS AND REGULATIONS: All State purchases are subject to the Utah Procurement Code, Title 63, Chapter 56 Utah Code Annotated 1953, as amended, and the Procurement Rules as adopted by the Utah State Procurement Policy Board (Utah Administrative Code Section R33). These are available on the Internet at www.purchasing.utah.gov.

13. SALES TAX ID NUMBER: Utah Code Annotated (UCA) 59-12-106 requires anyone filing a bid with the state for the sale of tangible personal property or any other taxable transaction under UCA 59-12-103(1) to include their Utah sales tax license number with their bid. For information regarding a Utah sales tax license see the Utah State Tax Commission's website at www.tax.utah.gov/sales. The Tax Commission is located at 210 North 1950 West, Salt Lake City, UT 84134, and can be reached by phone at (801) 297-2200.

(Revision 22 October 2008 - RFP Instructions)

Question and Answers for Bid #TS10002 - STATEWIDE STUDENT ID SYSTEM (SSID)

OVERALL BID QUESTIONS

There are no questions associated with this bid. If you would like to submit a question, please click on the "Create New Question" button below.

Question Deadline: Jul 29, 2009 3:00:00 PM MDT