Statement of Work (SOW)
Bureau of Indian Education (BIE)

1. Purpose

The Bureau of Indian Education (BIE) seeks to procure a commercially available, cloud-based Adult Education instructional software platform (Software as a Service (SaaS)) to support the Adult Education component of the Family and Child Education (FACE) Program. The software shall meet the functional requirements identified in this Statement of Work and support the instructional, reporting, and data integration needs of the FACE Adult Education Program.

The software shall provide evidence-based instructional resources that support adult learners with a variety of educational and workforce goals while providing instructors, site administrators, and the BIE National Office with tools to manage learner instruction, monitor learner progress, generate reports, and support program administration.

The software shall support FACE Adult Education participants served at multiple FACE sites throughout the United States in classroom, hybrid, and distance learning environments. The platform shall provide a single integrated solution capable of supporting Adult Basic Education (ABE), High School Equivalency (HSE) preparation, workforce readiness, digital literacy, financial literacy, career exploration, and career pathway development.

2. Objectives

The objectives of this procurement are to:

- Provide a comprehensive Adult Education instructional software platform that supports the educational and workforce goals of FACE Adult Education participants.
- Support instruction in classroom-based, hybrid, and distance learning environments.
- Provide instructors and administrators with tools to monitor learner participation, instructional progress, and educational outcomes.
- Support integration with the FACE data management system for national reporting, site reporting, dashboards, and program evaluation.
- Provide a scalable software solution capable of supporting all current and future FACE Adult Education sites.

3. Scope

The contractor shall furnish a commercially available cloud-based Software as a Service (SaaS) Adult Education instructional software platform that includes:

- Software licensing
- Administrative access
- Instructor access
- Student access
- Online instructional curriculum
- Administrative and learner reporting
- Software maintenance
- Software updates

- Standard software technical support
- Documentation necessary to integrate the software with the FACE data management system

The Bureau's Technical Assistance (TA) contractor will provide implementation support, programmatic training, coaching, and ongoing assistance to FACE sites. The Bureau's FACE Data Team will manage system integration, dashboard development, reporting, and data management. Accordingly, this contract is limited to the software platform, software licensing, software support, and technical documentation necessary to support integration.

4. Software Requirements

The software shall provide instructional content supporting:

Adult Basic Education

- Reading
- Writing
- Mathematics
- Language Arts
- Science
- Social Studies

High School Equivalency Preparation

- Reading
- Mathematical Reasoning
- Science
- Social Studies
- Language Arts
- Practice activities
- Individualized learning pathways

Workforce Readiness

- Employability skills
- Workplace communication
- Resume development
- Interview preparation
- Job readiness
- Professional skills

Digital Literacy

- Computer fundamentals
- Internet navigation

- Email
- Online safety
- Productivity software

Financial Literacy

- Budgeting
- Banking
- Credit
- Savings
- Consumer awareness
- Financial planning

Career Exploration

- Career interest exploration
- Career pathway planning
- Postsecondary planning
- Employment preparation

The software shall be designed specifically for adult learners and support learners functioning at multiple educational levels.

5. Platform Requirements

The software shall:

- Be cloud based.
- Operate through standard web browsers.
- Support classroom instruction.
- Support hybrid instruction.
- Support distance learning.
- Support instructor-led instruction.
- Support self-paced learning.
- Support individualized learning plans.
- Be accessible using desktop computers, laptops, tablets, and mobile devices.
- Provide secure user authentication.
- Allow learners to continue instruction outside scheduled FACE instructional sessions.
- Be scalable to support all FACE Adult Education sites.

6. Administrative and Reporting Features

The software shall include:

- Student account management
- Instructor account management

- Administrative user roles
- Student progress monitoring
- Learning activity tracking
- Course assignment management
- Course completion tracking
- Instructor dashboards
- Student dashboards
- Site-level reporting
- National program reporting
- Exportable reports in common electronic formats

The software shall provide reporting capabilities that include:

- Student enrollment
- Student participation
- Student progress
- Time on task
- Course completion
- Learning gains
- Workforce readiness progress
- Credentials earned
- Instructor reports
- Site reports
- National reports

7. Data Integration Requirements

The software shall support integration with the existing FACE data management system.

At a minimum, the contractor shall provide:

- Secure Application Programming Interface (API) access or another secure automated data exchange method.
- Documentation describing available APIs, data elements, metadata, and technical specifications.
- Automated import and export of learner data.
- Secure authentication methods.
- Industry-standard data exchange formats, including JSON, XML, or CSV.
- Technical documentation necessary for the FACE Data Team to establish and maintain system integration.

The software shall support the secure exchange of learner enrollment, participation, instructional activity, course progress, learning outcomes, workforce readiness data, and course completion information.

The software shall support the FACE Data Team's ability to:

- Develop and maintain national program reports.
- Develop site-level reports.
- Create and maintain interactive dashboards.
- Support longitudinal participant tracking.
- Conduct program monitoring and evaluation.
- Meet federal reporting requirements.
- Support business intelligence and data visualization.

The contractor shall:

- Provide documentation of all available data fields, metadata, API endpoints, and technical specifications.
- Make available all Bureau-owned program data necessary to support automated reporting.
- Not restrict the Bureau's ability to access, extract, or export program data.
- Support scheduled or on-demand synchronization with the FACE data management system.
- Notify the FACE Data Team in advance of software updates, API modifications, data schema changes, or reporting changes that may affect system integrations.
- Collaborate with the FACE Data Team to resolve software integration issues.
- Provide data exports or data extracts upon request by the FACE Data Team when the requested information cannot be obtained through the software's standard reporting tools or API.

8. Accessibility

The software shall:

- Comply with Section 508 of the Rehabilitation Act, as amended.
- Meet applicable Web Content Accessibility Guidelines (WCAG).
- Support learners with disabilities.
- Be compatible with commonly used web browsers.
- Support access across desktop computers, laptops, tablets, and mobile devices.

9. Privacy and Security

The contractor shall maintain policies and procedures supporting:

- Compliance with FERPA.
- Protection of personally identifiable information (PII).
- Secure user authentication.
- Encryption of data during transmission.
- Secure storage of learner data.
- Documentation describing privacy, security, and data management practices.

The Bureau of Indian Education shall retain ownership of all program and participant data entered into or generated by the software. Upon request or contract expiration, the contractor shall provide the Bureau with a complete export of Bureau-owned data in a non-proprietary format.

10. Licensing

The contractor shall provide:

- Organizational software licensing.
- Scalable licensing based on program needs.
- Concurrent user licensing or an equivalent licensing model.
- Annual licensing.
- Multi-year licensing options, if available.
- Flexible license management.
- Software updates included within the licensing agreement.

11. Software Support

The contractor shall provide:

- Standard software technical support.
- Online documentation and help resources.
- Software maintenance.
- Software updates.
- Bug fixes.
- Security updates.
- Technical documentation related to software functionality and system integration.
- Software-specific training for the Bureau's Technical Assistance contractor and FACE Data Team on the administration, functionality, reporting features, and technical operation of the software.
- Technical assistance to the FACE Data Team regarding API functionality, data integration, software configuration, and data exchange.
- Technical support to FACE sites for software-related issues that cannot be resolved by the Bureau's Technical Assistance contractor.
- Data exports and data extracts requested by the FACE Data Team when the requested information cannot be obtained through the software's standard reporting tools or API.

12. Deliverables

The contractor shall provide:

1. Cloud-based Adult Education instructional software.
2. Software licenses.
3. Administrative user accounts.
4. Instructor user accounts.

5. Student user accounts.
6. Online instructional curriculum.
7. Administrative reporting functionality.
8. API documentation.
9. Data dictionary identifying available data elements.
10. Technical integration documentation.
11. Software release documentation.
12. Software maintenance and updates.
13. Standard software technical support.
14. Annual licensing documentation.

13. Performance Standards

The software shall:

- Maintain a minimum system availability of 99.5 percent, excluding scheduled maintenance.
- Provide secure and reliable access for authorized users.
- Support automated integration with the FACE data management system.
- Maintain compatibility with current versions of supported web browsers.
- Maintain compliance with applicable federal accessibility, privacy, and security requirements.
- Provide software maintenance, security updates, and system enhancements throughout the contract period.
- Support export of Bureau-owned program data in standard, non-proprietary formats.
- Provide advance notification to the FACE Data Team of software updates or API changes that may affect system integration or reporting.