

Riverview Gardens School District

Student Information System

Vendor Questionnaire

Respond fully and concisely below each question. If your company or division is owned by a larger company, please provide information specific to your division that supports student information systems.

Minimum Mandatory Requirements

Vendors must provide an expressed statement that they meet each of the following requirements:

1. Software must be 100% HTML-based with no plugin requirements for end users.
2. User experience must be consistent when accessing from a computer or mobile device.
3. Mobile access should be available with responsive design or through mobile app with user security access settings still remaining in effect.
4. Modules must be fully integrated with one another without the need for separate logins.
5. Contact information for any individual (e.g., student, parent, staff member) must be stored only once in the database without the need to copy (manual or automated) records between buildings or modules.
6. Historical data must be accessible from the production environment without having the need to archive.
7. Annual rollover processes must be fully executed by district staff without vendor involvement and free of downtime.
8. Scheduling for an upcoming school year must be able to take place during an active school year without disrupting district operations and independent of other buildings.
9. A user's security access must be defined by role (with the option to be assigned to multiple roles) and by individual security rights.
10. Security rights must follow users into canned and custom reporting options.
11. Database must be accessible to district staff to run queries with schema training available to district staff upon request.
12. Proposed support organizations must be based in the United States and fully certified by the vendor.
13. Vendor must offer a single point of contact that's available for the duration of the contract.
14. If vendor provides multiple SIS products, the proposed platform must be actively utilized by a majority of the customer base at the time of proposal submission.

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15. Vendor's SIS must be OneRoster 1.2 certified and listed on the 1EdTech Product Directory (<https://www.1edtech.org/>) at the time of proposal submission.

Organizational Experience and Stability

1. State the nature and scope of your firm's business endeavors.
2. State your firm's business philosophy, mission statement, and goals.
3. How long has your company been in business?
4. If the solution you are proposing has been sold or acquired by a different company at any time (even if under a different name), provide the following for each transaction: owner's name, company's name, general description of each company sold, the buyer of the company, and the dates of the transaction.
5. Provide the title, name, and tenure of the company's leadership team. This would include division/company president, chief developer, head of services, head of support, CFO, director of sales, etc. If your company or division is owned by a larger parent company, please provide information specific to your division that supports the SIS only.
6. How many employees support the SIS only division of your business? If applicable, how many other people directly support the SIS nationally (i.e., Business Partners)? Briefly describe the organizational structure of your company and identify the groups and number of employees dedicated to the SIS. Specify the number of employees staffing the help desk support vs. the number of employees dedicated to system programming and other technical roles. If your company or division is owned by a larger parent company, please provide information specific to your division that supports the SIS only.
7. In the event of a major change in your company (merger, acquisition, closing) would your company be willing to escrow the source code for the SIS to ensure future viability?
8. Provide the following excerpts from your last annual audited financial statements. If your company or division is owned by a larger company, please provide information specific to your division that supports only the SIS:
 - Balance sheet
 - Operating statement
 - Notes to financial statements
 - Audit report

This information should be placed at the back of this section and marked confidential or provided in a sealed envelope.

9. Do you currently provide development, support, or any other functions related to delivering this product/service from a foreign or offshore team? If so, how are they related to your

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organization (i.e., staff, consultants, etc.)? Where are they located? What percentage of your staff does the offshore or foreign faction represent?

10. Describe any functionality/modules acquired or purchased from another company and integrated into the SIS as opposed to have been fully developed in-house.

References

11. Provide contact information (organization, name, address, phone number and e-mail address) for three (3) references representing current customers using the product you are proposing. These references should be similar in size to Riverview Gardens School District.
12. How many districts use your SIS in Missouri? Do not include in the numbers any districts that exclusively only use an assessment, Special Ed, HR or Finance system that your company provides.
13. How many districts use your SIS nationally?

Differentiators

14. What are the five strongest features of the proposed SIS that differentiate you from your competitors?
15. What differentiates your organization from your competitors?
16. What differentiates your product from your competitors?

General Requirements

17. Does your entire SIS use one database? Please describe any systems or functionality that utilizes a separate database.
18. Describe your new-year roll over process.
19. Do you operate in only one year of data at a time or can you operate in multiple years at once with the same login? Does your system have an "all years" option for viewing and reporting data across years?
20. Explain the process by which the state reporting extract files are created in the system. Who creates these extracts? How far in advance of the deadline are the extracts available? Does the vendor update the software when the file layouts change?
21. Are all functions and features of the system browser-based? If not, describe the functions and features that are not browser-based. If any features of the system are client-server based, describe those functions in detail, noting that they are client-server based and the platform(s)

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that they run on.

22. Was any part of your current system offering acquired from another vendor? If so, when and what was the name of the system acquired. For example, was your grade book system acquired from another company?
23. When a student transfers between schools, what data is transferred, what steps need to be taken to transfer the data, and how long does the transfer of data take? If the student is enrolled in another school within the system, does the prior school need to “release” the student first?
24. Explain your procedures for enrolling a new student and how the system prevents duplicate student records.
25. Describe the process to create and generate letters for absences and tardies. Can attendance data and dates be printed as part of letters?
26. Describe the query reporting features of the system. Include in your description, information on the robustness of the query-reporting tool. Is the query reporting tool part of the system or separate software? How many years of student history, attendance and demographics are available online and for queries?
27. Describe the system’s database philosophy and architecture. Would all data for district schools be stored in a single database with multi-year capacity? If not, please explain the benefits of the system’s architecture. Is prior year data stored in a separate database? If so, is there one database per year?
28. How many years of historical data are retained within the system? What impact does the retention of several years of data have on system response time?
29. Describe the development tools included in this proposal for use by programmers or IT technical staff to configure and extend the system. If applicable, describe how the software development tools can be used to create new functionality that may not directly relate to the new student information system.
30. Explain the process of creating a downloadable file in the system. Does the building of the query for a download use drag and drop? Are the table names and field names clearly identifiable to the end-client? Give a specific example (include pictures) of the creation of a download file. Once the query is created, explain the steps needed to perform the download of the file.
31. Describe online help features.
32. Does your SIS utilize one true centralized database where data elements are only stored once

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(not duplicated) in the system?

33. Describe how the application manages user authentication. Does it support a secure external system such as Active Directory, LDAP, etc.? If using secure external systems for authentication, what systems do you support?
34. How is the data secured?
35. How often is the SIS updated to a more recent version of the database? How soon after the update has been released does the support of old versions expire?
36. Is all stored data used by the application stored in the relational database management system? If not, explain how the data storage is structured.
37. Are reports run against the production database or a copy of the production database? If a copy, is the copy kept in sync real time with the production system? Explain.
38. What databases (such as production database, training database, etc.) are provided to the district? Please explain.
39. Describe the preferred methodology for interfacing the new system with other existing systems.
40. Is document management or a data repository to store data available and not just in a directory?
41. Which browsers and associated versions are currently supported?
42. Does the web product require any applets? If yes, what is the approximate size of the applet which must be downloaded to the client?
43. Describe how teachers, parents, and student access all functionality with a mobile device, such as an iPad/iPhone.
44. Does the application system use TCP/IP for network communication between all required components?
45. Does any part of the application require a protocol other than TCP/IP?
46. What mechanisms does the application use for printing over the network?
47. Describe the data encryption used so that the student information is not passed as clear text in network packets.
48. Describe how reports are encrypted when printed over the wide area network.

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49. What is the minimum workstation configuration needed for the application for a traditional client, and what is it for a web-browser client?
50. What is the recommended workstation configuration to efficiently and effectively operate the SIS and multiple other general office applications simultaneously?
51. Describe disaster recovery system and procedures.
52. Describe the "hotline" or "help desk" provided to assist users with system problems including the days and hours available.
53. Describe the complete end user documentation available.
54. What is your current release number and the date of the release? When is your next product release or update scheduled?
55. Describe the testing process used to ensure new releases and patches do not introduce new bugs or problems. Do you use an automated testing tool? If yes, which one?
56. Describe your deployment strategy for implementation of the SIS in all of our schools. Include if you are proposing a phase-in strategy or if you suggest that all users in a district be implemented at once; recommended timeframes for implementation; if you propose to run both the old and new systems in parallel for a period of time; and if so, describe how the information would be kept in sync.
57. Describe your best practice strategy for migrating data from our legacy systems into the SIS database.
58. What is the average time it takes school districts to implement the SIS?
59. Many districts find it extremely difficult to implement a new student information system. What do you do to ensure there are no delays or implementation failures?
60. Describe one (1) problematic implementation/installation project that you were involved with and the solution to resolve the issue.
61. Describe your approach to problem identification and resolution. Explain how you will mitigate the risk of not meeting project schedules and implementation dates.
62. Discuss in detail your training plan for this project. Your approach should address the training needs of:
 - Project planning team
 - Core implementation team
 - Principals

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- School office staff
- Teachers , Instructional Coaches and classroom staff
- Central staff in support departments
- Technical staff

63. If a 'train-the-trainer' approach is recommended, what follow-up support will be provided to ensure the training program is successful and well received?

64. Describe your approach to ongoing training and support after the initial project is completed.

65. Describe how you work with user groups.

66. Describe your proposal for supporting our internal technical staff with system configuration, day to day maintenance, and extending the capabilities of the proposed application through utilities and software tools. Describe the resources provided to our technical staff to enable them to perform database administration, system operational functions, and programming.