# Vendor Qualifications Questionnaire

Each question should be answered fully and concisely below the question

***The software vendor should complete this attachment.***

## Organizational Experience and Stability

1. State the nature and scope of your firm’s business endeavors.
2. State your firm’s business philosophy and mission statement.
3. How long has your company been licensed to do business? State whether your firm is licensed to operate in the State of California.
4. State whether your organization is international, national, regional, or local.
5. How many employees are there in your company? Briefly describe the organization structure of your company and identify the groups and number of employees dedicated to existing and future SIS products. Specify the number of employees staffing the help desk support vs. the number of employees dedicated to system programming and other technical roles. Provide the number of years of experience your staff that will be assigned to this project has with the version of the software system you are proposing. Indicate the names of key individuals in the organization who will serve on this project (name, title, description of support role, experience in serving school Districts, and whether this individual will be assigned to provide on-site assistance, and the role each is expected to fill on this project; also, attach resumes of key individuals). Indicate the location of their offices. Indicate the number of years of experience each has with your software systems. Will your company assign a project manager to this project? Describe your firm’s ability to provide replacement staff as needed with like qualifications and experience.
6. How long has your firm been marketing, installing and supporting student information systems?
7. If your company has been in the Student Information System business for some time, the product has most likely undergone many changes or “generations”. Please describe the product evolution and note the timeframe associated with each generation.
8. What provisions has your company put into place to protect customers and the viability and future of the SIS product given the volatile nature of the software industry?
9. 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 product to ensure future viability?
10. Is there any pending litigation against the company? If yes, explain fully.
11. State your firm’s ongoing commitment to existing clientele.
12. Provide the following excerpts from your last annual audited financial statements:

* Balance sheet
* Operating statement
* Notes to financial statements
* Audit report

This information should be placed at the back of this section.

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

**Customer Base**

1. Provide a complete list of current K-12 customers that are running a version of your SIS application in production. For each, list the following:

* The name of the organization
* The size of the district (total number of students and number of schools)
* The number of school districts currently using the SIS
* The software release they are running in production
* The date the SIS was implemented
* Whether the software is installed locally in the organization or installed using an Application Service Provider (ASP) service
* The modules they are running.

1. Which of the customers listed in the above question are using the teacher module in their classrooms? Indicate if their teachers are taking attendance on the system, and/or using the integrated grade book.
2. Provide a complete list of current K-12 clients that have purchased your SIS product and are in the process of implementing it in their schools. For each, list the name of the district, total number of students and schools, the date of SIS purchase, the stage of their project, and number of schools already in production, and number of schools remaining to be implemented in production. Also indicate if the organization is planning to host the software on-site or if they will be using an ASP service.
3. Describe one example of an organization that purchased the SIS and were unable to successfully convert and implement the system. What were the issues that impeded a successful transition to the new system? What lessons were learned from that experience?

**References**

1. Provide contact information (organization, name, address, phone number) for reference sites that fit the following criteria:

* Three (3) references representing your largest customers, the most students and the most schools using the SIS. We prefer they are using a recent version of the software. Please make these references an organization hosting the software themselves (not using ASP).
* One (1) reference using the proposed SIS version
* One (1) reference using Services (Implementation, Training and Support)

## Ability to Meet Delivery Schedule

1. Describe your company’s plan for delivering all proposed software given the schedule described in the “Scope of Work” section of the RFP.
2. If customizations have been identified as part of the proposal, what is the expected delivery timeframe for these customizations?

**Differentiators**

1. What are the three strongest points of the proposed SIS and what are the three areas needing the most improvement?
2. What differentiates your firm from your competitors regarding the strengths of the application and the strengths of your organization?

**Subcontractor Qualifications**

23. Any subcontractor performing services against this agreement must be fully listed. State a complete description of any work proposed to be provided by any subcontractor, and provide evidence of each subcontractor’s capability and willingness to carry out the work. For each proposed subcontractor, include firm name and address, and management contact person. Include descriptive information concerning subcontractor’s organization and abilities. Include evidence of all proposed subcontractor’s valid permits and licenses. Include a minimum of three (3) customer references (with contact names and phone numbers) for similar type of work that each subcontractor has performed within the last five years (schools Districts, in particular). Include descriptive information concerning subcontractor’s employees, in particular those that will be directly involved in providing service to the District. Explain your organization’s experience in managing subcontractors, including those in your proposal.