



**BOARD OF EDUCATION**

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RFP Inquires and Responses

1. Can companies outside of the US apply?

*If the company can provide at least five client references that are similar in size and complexity to this procurement who have utilized the proposed system in a comparable computing environment, using Appendix B Part 1 in the spreadsheet provided. The references should be for fully-completed (live) installations and include at least two California clients...See section 3.10*

2. Do companies need to come to the SCCOE for meetings?

*The Vendor would be required to meet with the SCCOE and Districts as needed and for implementation. In addition, annual user group meetings with other School Districts will be desired.*

3. Can tasks related to the RFP be performed outside of the US (from India or Canada)?

*It is our opinion that it is highly unlikely you can perform all tasks outside the USA without any face to face communication.*

4. Can companies submit the proposals via email?

*Proposals are to be delivered to the address listed with the appropriate markings, as per section 2.4.*

5. Would the Santa Cruz County Office of Education (SCCOE) consider extending the due date of August 30<sup>th</sup> another week to September 6<sup>th</sup>?

*No, the deadline is set to be August 30<sup>th</sup>*

6. Does/will the SCCOE have a dedicated internal Project Manager for this implementation?

*The SCCOE will designate a specific point of contact or two.*

7. Can the SCCOE explain the vision for its implementation plan? How many Districts will go live initially vs. in a later phase? Does the SCCOE expect the software/implementation partner to implement a certain number of Districts and then the SCCOE implement the rest (i.e. a train-the trainer approach)? We feel implementations

are the most important aspect of these types of projects and we would like to understand your philosophy in a little more detail if possible.

*We envision a successful, well-planned implementation that hopefully happens within the next year, with a vendor that has a well-proven implementation process and a successful track record.*

*We prefer to have all districts go live at the same time.*

*We expect the software/implementation partner to bring all districts up live at the same time (not the train-the-trainer approach).*

8. How was the prior system implementation structured? Are you looking for a similar implementation approach?

*We implemented the prior system in phases. We are looking to implement all districts at one time with a proven successful software company that has all backend COE processes in place.*

9. How similar are the districts in terms of business processes/ practices? Are all Districts and the SCCOE on the same fiscal year? Are the Chart of Accounts the same from district to district (including the SCCOE)? Are the vendor and employee files shared throughout the SCCOE or does each district have their own separate vendor and employee master files?

*We have had all districts on the same software as the SCCOE for many years. Business processes can be different at each district depending on its size and staffing; union agreements vary between districts which require creative processes at times.*

*All districts and the SCCOE of course use SACS; the SACS structure is the same across the county although some districts have used some alpha numeric coding in the free form portions of the code. (e.g. Management codes and locally defined resource codes). There are some other minor differences between districts in the chart of accounts due to exceptions and grandfathered coding.*

*Each district and the SCCOE each have their own vendor files.*

10. Are you looking for the SCCOE and all the districts to be on the same database or would each district, as well as the SCCOE, have their own database instance?

*We are open to discussing either approach as long as the SCCOE would have the capability to view and assist with processes and run reports from all districts.*

11. Do you have a preference for an on premise deployment (hardware infrastructure handled by the SCCOE and the districts) or more of a hosted/ cloud solution (Software-as-a-Service (SaaS) deployment)?

*We are open to looking at both options.*

August 9, 2018