

Forward Thinking, High Achieving.

Request for Proposals Data Warehouse & Information Management Solution Software & Services

for

Missoula County Public Schools Missoula, Montana

January 27, 2013



Forward Thinking, High Achieving.

REQUEST FOR PROPOSALS

Notice is hereby given that Missoula County Public Schools, Missoula, Montana, will accept proposals at 915 South Avenue West, Missoula, MT. Proposals are being solicited for a Data Warehouse & Information Management Solution Software & Services. A copy of the Request for Proposal is available at: 915 South Ave. W, Missoula, MT 59801; by e-mail: ljacobs@mcps.k12.mt.us or on the Missoula County Public Schools' website: www.mcpsmt.org.

The due date for proposals is February 18, 2013 by 4:00 p.m. (MST) in the District Business Building located at 915 South Avenue West, Missoula, MT. No late proposals will be accepted.

If your proposal meets or exceeds \$50,000.00 then the proposal must be accompanied by a certified check, cashier's check, U.S. currency, money order, or bid bond in an amount of not less than 10% of the total proposal amount. The District reserves the right to reject any and all proposals, and if all proposals are rejected, to re-advertise under the same or new specifications, or to make such an award as in the judgment of its officials best meets the District's requirements. The District reserves the right to waive any technicality or informality in the bidding process which is not of substantial nature.

Anyone attending the proposal opening or any other meeting associated with this proposal, and needs accommodations for a disability is requested to notify Lenora Jacobs (406-728-2400 x3021) two days in advance to make arrangements for any special accommodations.

All proposals must be submitted through the mail to: Missoula County Public Schools, Attn: Pat McHugh, 915 South Avenue West, Missoula, MT 59801 and plainly marked on the outside of the envelope: "PROPOSAL FOR DATA WAREHOUSE & INFORMATION MANAGEMENT SOLUTION SOFTWARE AND SERVICES".

All inquiries should be submitted by email or telephone to:

Linda Sims Data Manager 406-728-2400, ext. 1086 Isims@mcps.k12.mt.us

TERMS and CONDITIONS

Addendums, Modifications and Changes: Missoula County Public Schools may amend or change this bid prior to bid opening. All known bidders will be notified of such changes.

Changing, Modifying of Sealed Bids: Any bidder may change, modify or withdraw a bid either personally or in writing at any time prior to the time set for bid opening. No bid may be withdrawn or modified after the time set for opening unless the award of contract is delayed for a period exceeding forty-five days.

Withdrawal of Sealed Bids: Any bidder may withdrawal his bid at any time prior to the "Bid Opening" date. If however the bid is withdrawn after "Bid Opening" and before formal "Board Approval", that bid may not be resubmitted for consideration.

Bid Security: (IF REQUIRED): MCA § 18-4-312. If the bid is equal to or over \$50,000.00 then a bid security requirement will be enforced. A certified or cashier's check, bid bond, money order, or U.S. dollars in the amount of ten percent (10%) of the total cost of material or service shall accompany each bid. A company, personal, or corporation check will not be considered an acceptable bid security for the purpose of this bid solicitation.

Firm Bids: Proposals marked "PRICE PREVAILING TIME OF DELIVERY" or "LEASE RATES SUBJECT TO APPROVAL" or other such qualifying statements will be cause for rejection of the proposal as unresponsive and unacceptable. THE BOARD OF TRUSTEES RESERVES THE RIGHT TO REJECT ANY AND ALL BIDS AND TO AWARD THE CONTRACT FOR THE BID CONSIDERED TO BE THE BEST SUITED TO THE NEEDS OF THE SCHOOL DISTRICT, AND TO WAIVE INFORMALITIES.

General Guidelines: All bidders must abide by all state and federal guidelines dealing with Workman's Compensation, Minimum Wage, Prevailing Wage Scale, EEO and all other applicable guidelines and polices. All agents doing business with the school district must abide by all applicable discrimination policies and guidelines as outlined in Title 18, Public Contracts, MCA. By participating in the attached BID, you have agreed to the terms and conditions outlined above. Missoula County Public School's TERMS AND CONDITIONS take precedence and priority over all bidding participants' TERMS AND CONDITIONS.

Missoula County Public Schools Data Warehouse & Information Management Solution Software & Services

Request for Proposal January 27, 2013

Deliver Proposal to: Pat McHugh Executive Director of Business and Operations Missoula County Public Schools 915 South Avenue West Missoula, MT 59801

Sealed Proposal accepted until: February 18, 2013, 4:00PM MST

Proposal must include:	Company Name
	Address
	Federal I.D. Number
	Phone, Fax, E-mail
	Offeror Name, Typed
	Signature and Title of Offeror
	Date of Signature

Section 1 INTRODUCTION

You are invited to provide a written proposal to provide a comprehensive, fully integrated, decision support information system. This Request for Proposal (RFP) states the overall scope of products and services desired, specific software functionality, technology foundation as well as desired vendor qualifications. Before submitting a proposal, vendors shall examine the specifications in order to understand all existing conditions and limitations.

This Request for Proposal is issued in accordance with section 18-4-304, MCA (Montana Code Annotated) and ARM 2.5.602 (Administrative Rules of Montana). The RFP process is a procurement option allowing the award to be based on stated evaluation criteria.

ANTICIPATED TIMELINE

Listed below are projected dates and times of actions related to this Request for Proposal (RFP). There may or may not be a formal notification issued for changes in the estimated dates and times.

RFP Issuance	January 27, 2013
Deadline for Questions	February 15, 2013
Vendor Proposals Due	February 18, 2013
Demonstrations of Software (If Needed)	February 20 Thru March 8, 2013
Selection of Vendor	March 14, 2013
Contract Effective Date	July 1, 2013

*The recommendation for selection, if any, is scheduled to be made at the March 20, 2013 Finance and Operations Committee meeting of the Board of Trustees. Final approval must be made by the full Board of Trustees. The contract for services cannot be executed until after the Board of Trustees approve the recommended selection at the April 9, 2013 Board of Trustees Meeting.

PROJECT GOALS AND BACKGROUND

MCPS is looking for a data collection and reporting solution that will facilitate data driven discussions that will help the district achieve MCPS' Five Measurable Goals.

MCPS Five Measurable Goals include:

- Achievement and graduation for all students, regardless of their circumstances and abilities.
- Refine and implement a quality supervision and evaluation program for all staff.
- Define and implement a quality professional development program that meets the needs of all staff.
- Restructure the organization to be more efficient, effective and accountable to support the goals of the district.
- Cultivate and enhance staff, student, parent, business and community involvement.

The District's Project Goals Include:

- Must be SIF certified
- Deliver a system on-time and within budget that will serve the District well for 10 or more years.
- Streamline the District's core administrative data management processes.

- Eliminate administrative activities that add no value, such as redundant keying and reconciliation of data, and allow for greater staff efficiency and return on effort.
- Provide appropriate and complimentary query, reporting and decision support tools for all user levels.
- Improve the District's ability to conduct business, human resources, and technology planning based on reliable and timely data.
- Acquire a system that operates on a platform that is scalable and efficient to manage and operate over time.

1.1.1 PROJECT SCOPE

The data warehouse solution should provide the district with a tool that will allow the transformation of data into highly useable information that is easily accessible and deliverable into a useable format. The software should allow the collection of data from multiple data sources, and updated based on district determined frequency. As we move into the 21st century demands for data reporting and assessment is ever changing and increasing. The warehouse solution should be designed to accommodate growth and change.

1.1.1.1 SOFTWARE

• Data Analytics (Information/Data Warehouse)

1.1.1.2 SERVICES

- Project management
- Software installation
- Data conversion
- Integration & interface development
- Training
- Ongoing support & maintenance services

1.1.1.3 DISTRICT DEMOGRAPHICS AND STATISTICS

Enrollment Information (not official enrollment counts)	
4 High Schools	3550
3 Middle Schools	1538
9 Elementary Schools	3471

Current Hardware/Software Environment	
Desktop Hardware	Intel(R) Pentium(R)
Desktop Operating System	Windows XP, Windows 7 (32 & 64 bit)
E-mail System	MS, Exchange
Internet Browser	Internet Explorer 8 and higher
Existing SIS Infrastructure	
SIS System Q Formerly Zangle by Aequitas	
Personnel currently using the system	Approximately 1000
Other Software (requiring integration)	
TransFinder by Transfinder Corporation	Transportation Management
MUNIS by Tyler Technologies	Financial Management & Payroll/HR

RESPONSE INSTRUCTIONS

The submitted proposal must follow the rules and format established within this RFP. Adherence to these rules will ensure a fair and objective analysis of all proposals. Each proposal will be prepared on the form provided. Five (5) printed copies of the proposal must be provided, clearly mark one as ORIGINAL. Each vendor shall be responsible for all costs incurred in order to prepare and submit their response to this RFP. To ensure a fair and objective evaluation of all proposals, vendors are required to submit all inquiries to the project contact noted on the cover of this RFP.

1.1.2 DELIVERY OF PROPOSALS

<u>Delivery of Proposals</u>: RFPs must be delivered by 4:00 p.m. (MST) February 18, 2013, to the place stipulated on the cover of this RFP. It is the sole responsibility of the vendor to see that their RFP is received in the proper time. Any proposal received after the proposal due date and time shall be eliminated from consideration.

1.1.3 QUESTIONS AND COMMUNICATIONS

<u>Questions and Communications</u>: Vendors are hereby notified not to contact any member of the Evaluation Committee, or any member of the District staff and its' elected officials, except as provided herein regarding this proposal until such time as a contract has been awarded. Questions concerning any portion of this RFP shall be directed only in writing to the below named individual who shall be the official point of contract for this RFP. All questions must be submitted prior to the Deadline for Questions as stated in the *Anticipated Timeline* above. Failure to adhere to this policy will result in disqualification.

NAME Linda Sims

TITLE Data Manager

E-MAIL lsims@mcps.k12.mt.us

COMPLETION OF PROPOSAL FORMS

Vendors should submit all the information and documentation requested in Section 2 (Vendor Proposal Information) of this RFP. Most subsections require a narrative description and then also have questions listed in a table format for ease of evaluation. All responses should be added to this document or submitted as a separated Word document with the subsections clearly identified.

PRICING ELIGIBILITY PERIOD

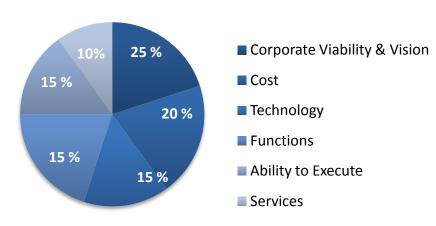
All Vendor proposals are required to be offered for a term not less than 180 calendar days in duration. A proposal may not be modified, withdrawn or cancelled by the vendor during the 180 day time period following the time and date designated for the receipt of proposals. All prices are assumed to be Best and Final.

CONFIDENTIALITY

All documents submitted as part of the vendor's proposal will be deemed confidential during the evaluation process. There shall be no disclosure of any vendor's information to a competing vendor prior to award of the contract. All applicable information will be subject to public disclosure in accordance with the Freedom of Information Act, at award of contract, cancellation of this RFP, or within 180 days, whichever shall occur first.

EVALUATION CRITERIA

The District intends to enter into a long-term relationship with a well-established vendor whose products, features, design philosophy, support policies, and vision for schools come closest to meeting the District's needs today *and* tomorrow. The selected vendor must be a well-established, financially stable firm committed to providing school software solutions. The ideal vendor will have a significant installed base of school clients and a proven track record of delivering products and services on-time and within budget. The vendor evaluation process will utilize the following approach:



Missoula Public Schools

The initial proposal response will be worth 100 points and the elevated finalist vendors will be evaluated on an additional 50 points as described in section 1.6.2.

1.1.4 INITIAL PROPOSAL EVALUATION (100 points)

The initial evaluation will be based strictly on the vendor's proposal response and be performed prior to any formal demonstrations, reference checking and/or site visits. The vendors with the highest score (no more than three) will proceed through to additional evaluation.

Based upon the proposal response vendors will be evaluated against the following criteria:

CORPORATE VIABILITY & VISION	25
- Financial stability	
- Strategic vision	
- Commitment to school market and position in the school marketplace	
- Vision for integrated school solutions, offering greater operational intelligence: student information, financial management, transportation management	
- Organizational structure	
- Length of time company has been in business servicing the school market	
- Quality and clarity of proposal presentation	
- Conformance with proposal response format	

COSTS	20
- Initial	
- Five year	
- Annual release/upgrades	
- Optional or third party products	
TECHNOLOGY	15
- Current, open, technology	
- Multiple client configuration options	
- Stability of product	
- User centric design	
- Extent of native data / systems integration (excludes use of 3rd party products)	
- Compatibility with existing infrastructure	
- Ease of migration	
- Ease of integration with other 3rd party products-must be SIF compliant	
- Overall support complexity (effort, skill-sets)	
- System reliability	
- System performance	
FUNCTIONS	15
- Extent to which the proposed application meets the RFP's functional requirements	
- Extent of modifications required to meet the requirements	
- Overall ease of use (i.e., system navigation, menu/screen, organization, etc.)	
- Ability to positively impact operations through enhanced ROI and ROE	
- Reporting capability/sample reports demonstrating this capability	
- Security	
ABILITY TO EXECUTE	15
- New client growth	
- Quality of references	
- Qualifications of resources	
- Comparable size of installations	
- Very high customer retention	
SERVICES	10
- Implementation approach (including amount and type of support)	
- Data migration approach	

- Project plan and schedule	
- Project Management approach	
- Delivery of training (comprehensiveness, quality)	
- Vendor staffing provided on the project	
- On-going support procedures (prioritization, escalation)	
- Ability to provide timely mandated changes as part of support	
TOTAL SCORE:	100

1.1.5 FINALISTS EVALUATION (50 points)

Further evaluation associated with the finalists may be performed as follows:

- Conduct vendor demonstrations
- Evaluate vendor viability and vision for the education market
- Evaluate ability for vendor to respond to district needs
- Evaluate implementation and support approach
- Evaluate functionality
- Perform reference checks and conduct site visits at the discretion of the selection committee

EVALUATION & RESERVED RIGHTS

Evaluation of the proposals is expected to be completed within approximately 3 weeks after bid closing. An evaluation team will evaluate proposals on a variety of quantitative and qualitative criteria. It is the District's intentions to procure the most functionally complete and cost-effective solution from a growing, viable and financially stable company that will meet both current and future needs. The District may award based on initial proposals received, without discussion of such proposals. Selected vendors may be invited to make oral presentations or product demonstrations to the evaluation team.

The District further reserves the right to:

- Reject any or all of the Proposals.
- Issue subsequent Requests for Proposals.
- Cancel the entire Request for Proposal.
- Remedy technical errors in the Request for Proposal process.
- Appoint evaluation committees to review Proposals.
- Seek the assistance of outside technical experts in Proposal evaluation.
- Require modifications to initial Proposals.
- Excuse technical defects in a proposal when, in its sole discretion, such excuse is beneficial to the District.
- Investigate the qualifications of any Proposer under consideration.
- Require confirmation of information furnished by a Proposer.
- Require additional evidence of qualifications to perform the Services described in this RFP.

- Approve or disapprove the use of particular subcontractors.
- Establish a short list of Proposers eligible for discussions after review of written Proposals.
- Negotiate with any, all, or none of the Proposers.
- Solicit best and final offers from all or some of the Proposers.
- Accept other than the lowest offers.
- Waive informalities and irregularities in Proposals.

Inability to score as one of the top three vendors (Initial Proposal Evaluation) will eliminate vendor from further consideration. Failure to include in the proposal all information outlined herein may be cause for rejection of the proposal. Information and/or factors gathered during interviews, negotiations and any reference checks, and any other information or factors deemed relevant by the District, shall be utilized in the final award.

VENDOR PROPOSAL INSTRUCTIONS

Please include the following in your proposal:

TRANSMITTAL LETTER (TWO PAGE LIMIT)

Please acknowledge that you have received, read and understand all aspects of the RFP and any addendum that may have been released in conjunction with the RFP. Please indicate your willingness to enter into a Not to Exceeds contract. Please provide contact information of those that are authorized to participate in contract negotiations on behalf of your company.

EXECUTIVE SUMMARY (THREE PAGE LIMIT)

(Section 1)

Please describe your solution and how it addresses the stated goals of the project. This should be limited to how your proposed solution will directly benefit the District and your unique value that you add. Please avoid the use of boilerplate product information.

Vendor Proposal Information

(Section 2)

Vendors is required to provide a description about their company so that the District can evaluate the vendor's stability and ability to support the commitments set forth in response to the RFP. The District, at its option, may require the vendor to provide additional documentation to support and/or clarify requested information. The vendor should outline the company's background including a brief description (e.g., past history, present status, future plans, company size, etc.). The vendor should also submit (attach) an Annual Report or audited financial information for the past two (2) completed fiscal years, which includes income statements, balance sheets, and statement of cash flows.

Please state the year the Vendor started in the business of selling school solutions?	
How many new school contracts do you average annually?	
Please list and briefly describe any strategic partnerships you have.	
Please list your total revenues in the previous four years:	
• 2012	
• 2011	
• 2010	
• 2009	
How many total employees does the vendor have in each of the following categories:	
Sales & Marketing	
Research & Development	
Help Desk & Support Staff	
Application Development Staff	
Implementation Staff	
Other	
Total	
Specify the number of public sector vs. private sector clients.	
Indicate whether the business is publicly held or private.	
Indicate if the company incurred an annual operating loss in the last 5 years.	
What is the current staff turnover rate for your company?	
What is the vendor's customer retention rate?	
What is the vendor's percentage of annual revenues reinvested into research & development?	

A SOLUTION FOR SCHOOLS

(Section 3)

The vendor is required to provide a general description of the vendor offerings outside of the Data warehouse solutions. It is the vision of the District to have an integrated solution across all aspects of information management in the schools. Please include any current products and partnerships as well as vendor visions for future developments.

Does the vendor have a vision to offer software that provides a	
solution for all school divisions' software needs?	
Does the vendor integrate with Q (Formerly Zangle) SIS system?	
Does the vendor integrate with the MUNIS ERP and Payroll system	
currently being transitioned to by the district?	
Does the vendor integrate with Transfinder transportation	
management system currently being used in schools?	
What other school software does the vendor provide?	
What partnerships does the vendor have to integrate third party solutions?	
501010115 ?	

TECHNOLOGY

(Section 4)

The vendor is required to provide a general description of the application program product and how it will meet requirements of this RFP.

Is the product sold on an <u>unlimited</u> user site license basis? If no, please explain.	
What is the system architecture? (web-based, client/server, mixed)	
Do the proposed applications rely on intermediary services such as Citrix or Terminal Services? If so, to what extent.	
Is the system integrated with Microsoft Word, Excel, Exchange and Share Point? If so, to what extent?	
What hardware platform(s) does the vendor proposed application software currently operate on?	
Is the program designed for a Microsoft Server operating system?	
Is the program designed on a Microsoft SQL database?	
What client environments are supported (Windows thin client, Active- X, Macintosh, Web Browser etc)?	
Is the proposed application developed with a formal usability testing environment? Please provide details as to how usability is taken into consideration and the credentials of the vendor's staff in terms of usability.	
Is the application available in a hosted or ASP model?	
Does the vendor have disaster recovery service capabilities?	

GENERAL FEATURES

(Section 5)

The vendor is required to provide a general description of the general features of the system.

Is the proposed system scalable? Please provide the smallest and largest install base.	
Does the system provide role based security?	
Does the system provide menu based security?	
Does the system allow for data security?	

IMPLEMENTATION SERVICES

(Section 6)

Please describe the vendor's implementation methodology.	
Does the vendor utilize 3 rd party resources or contractors in their implementations?	
How many PMP certified Project Managers does the vendor currently have on staff?	
Is the vendor willing to enter into a Not to Exceeds contract for implementation services?	
Will the vendor agree to waive all fees related to service days if we determine the services to be of unacceptable quality?	

Please describe your approach and define your deliverables for the following implementation services. It is expected that your proposal includes these at a <u>minimum</u>.

- Project Scope Agreement
 - General Project Activities and Deliverables
 - o Data Conversion Process Steps and Activities
- Communication Plan
- Quality Management and Testing
- Training Plan
- Sample Detailed Project Plan

SUPPORT AND SERVICES

(Section 7)

The vendor must specify the nature, costs and conditions of any post-implementation support options including:

- On-site support
- Telephone support
- Operating system and database support
- Escalation options and procedures
- Upgrade assistance
- Availability of user groups

Identify the party or business unit that is responsible for the support options provided above. Additionally, it is requested that the Vendor submit their Help Desk "prioritization" of support calls and their call "escalation procedures".

Provide information on how server and client side software updates are received, processed and distributed to either the server and/or client environment. Describe the delivery method of future updates and product enhancements, the frequency of upgrades and if an accumulative patch process is an option. Also, describe how updates are incorporated with local custom modifications such that custom modifications will not be lost when a new release of the software is applied. The District expects to receive maintenance, as well as functional and technological enhancements as part of their Annual Support Agreement.

Does the vendor have a toll-free support line?	
Does the vendor have a national User Groups?	
Does the vendor have an Annual User Conference?	
Does the vendor have an online support community	
Please list the locations of support staff that will be utilized by the District	
What are the support hours of operation?	
Does the vendor assign one individual to take ownership of any support issues the District may have?	
Will the vendor provide unlimited telephone support as part of their annual support agreement?	
Does the vendor provide and maintain a searchable knowledgebase of product support materials made available to its client base?	
Does the vendor provide a customer support web site	
Will the vendor provide all periodic enhancements and upgrades to the software at no additional charge, beyond the annual support agreement?	
Has the vendor ever required past customers to re-license their applications as a result of an upgrade or platform change?	
Does the vendor offer a service to install and certify all updates for the District in a separate test environment?	

SOFTWARE CAPABILITIES (SPREADSHEET ATTACHED)

(Section 8)

Software Capabilities should be submitted as an attached spreadsheet. Vendors are instructed to complete Software Capabilities by selecting Y, N, C, NR, TP from the drop down for each requirement as described below:

Coding Key:

Y = YES	Indicates that the vendor's standard software meets and/or exceeds the requirement and the stated functionality is in the current <u>General Release</u> of the software.
N = NOT PLANNED	Indicates that the vendor's software does not and cannot meet this requirement.
C = CUSTOM QUOTE	Indicates that a software modification is required to meet and/or exceed this requirement. If there is a cost associated with this modification, list the dollar amount in the cost column.
NR = NEXT RELEASE	Indicates the vendor will satisfy the requirement in a future release for no additional cost. Such future functionality must be in the <u>General Release</u> of the product within 12 months of contract date.
TP = 3 RD PARTY PRODUCT	Indicates that the functional requirement can be met with a third party product. Please indicate name of the third party product under the comments section and include all associated costs in the investment summary.

VENDOR REFERENCE INFORMATION

(Section 9)

Provide two (2) recent clients references of similar size and requirements. Please include the following for each reference:

Client Name:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact e-mail address:	
Contract Date:	
Student Population:	

Client Name:	
Contact Name:	
Contact Title:	
Contact Phone Number:	
Contact e-mail address:	
Contract Date:	
Student Population:	

COST PROPOSAL

(Section 10)

Costs for the vendor's proposed solution should be submitted as an attached spreadsheet. Costs should include the complete costs for the proposed solution. Use additional pages as needed to provide additional cost detail.

The following costs must be included in your response:

- Application software license fees
- Implementation, Training & Consulting Services costs
- Annual software maintenance cost for five years
- Estimated Travel Costs
- 3rd Party Software
- Hardware (not required)

No additional charges, other than those listed on the price breakdown sheets, shall be made. All shipping and insurance costs to and from the site shall be included in this proposal. All payments to shipping agents and for insurance fees shall be made directly by the vendor. Vendor shall be responsible for all arrangements for the shipment of equipment / software to the District's prepared site. Specific payment terms will be negotiated as part of the final contract. It is expected that certain payments will be made upon delivery of the software with additional payments made based on specific project milestones. The District may during the implementation period or thereafter require modifications, interfaces, conversion or other services from the vendor. The vendor agrees to provide a written Change Order describing the work to be performed and estimating the costs, including expenses, for the District's approval before any work is initiated by the vendor. Vendor will not exceed the costs set forth in the mutually agreed to Change Orders without justification, in writing, that is acceptable to the District.

PROPOSAL SIGNATURE FORM

(Section 11)

The undersigned, as proposal responder, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below.

Proposals shall include installation services, and the successful respondent shall obtain all required permits and pay fees required.

COMPANY NAME:	
ADDRESS:	
FEDERAL I.D. NUMBER:	
PHONE NUMBER:	
FAX NUMBER:	
E-MAIL:	
OFFEROR NAME:	
SIGNATURE AND TITLE OF OFFEROR:	
DATE OF SIGNATURE:	