

Questions and Answers
RFP #13-9388-2EF –Electronic Forms Management System
April 5, 2013

1. Have forms been identified?

The county does not have an estimate of the number of unique forms that ultimately will need to be digitized.

2. Does HCPS have a relationship with the student to guardian?

HCPS maintains the relationship between the student and the primary guardian in the Student Information System. This is an example of data that would be included in the proposed solution's ability to send and receive data between other applications and systems in the county. However, the proposed solution must be able to maintain additional appropriate guardian relationships as they are identified as part of the requirement for the ability to maintain relationships between students and their appropriate guardians for form distribution. See Sec. 3, B1 bullets 2 and 8

3. Is your student information system hosted or in house?

In house

4. Do current forms need to be maintained and have capability to be edited?

Only forms created in the electronic form system need to be maintained and edited. The electronic form solution does need to provide the capability to maintain and edit forms created in the system. See Sec. 3. B Technical Specifications

5. Has HCPS done a pilot or demo of a program?

HCPS has seen a demonstration from ZippSlip. HCPS has not completed a pilot of any solution.

6. What is approved budget?

Funds are available for this project.

7. Do any forms need to be routed?

Workflow routing is not a requirement but should be included in the proposed solution if available. The system does need to make sure at a minimum that forms are returned to the person that sent the form out. For example, a school based form should return to the school and not to the district.

8. When will Power School roll out?

Power School will roll out during the 2014-2015 school year.

9. What is current SIS system?

OpenDistrict is the current SIS. See Sec.3, A.4

10. How important is it for the system to integrate with SIS?

HCPS will be evaluating proposals based upon the overall strategy associated with data exchange and not integration to a specific product. It is important that the solution include the ability to exchange information in standard and common formats as per Sec. 3.B. Technical Specifications.

11. Should this system include a registration process as well?

No

12. Are digital signatures required with forms solution?

Yes

13. Does the County anticipate that this solution will be hosted internally?

HCPS' preferred implementation for the Electronic Form Management System is a Software as a Service (SaaS) solution. A non-vendor hosted solution can be proposed, but if proposed, the Offeror shall provide a full listing of hardware and software requirements associated with the solution, an estimation of the level of effort required to implement and support the solution and include a proposal for the Offeror to perform the implementation. See Sec.3, B.4

14. How many forms does the County have? Does the County have an estimate as to how many unique forms there are that ultimately will need to be digitized?

The county does not have an estimate of the number of unique forms that ultimately will need to be digitized. As stated in the requirements the proposed solution must contain the ability for end users of the system to create and edit forms for distribution without requiring intervention or assistance. See Sec. 3, B.1 Bullet 9

15. Would Henrico County Public Schools consider extending the date to receive written proposals by one week?

No

16. Will a centralized district level function be utilized to design forms for any/all schools or is the intent to have sufficiently trained resources at each school designing and publishing their specific forms?

The intent is for the solution to allow for both the district and schools to design and publish their specific forms. Sec.3, B.1 Bullet 1

17. Are you outsourcing the development of these forms? How many people will you need at the District level to create forms? How many at each school level? Each will need an instance of our MS-Windows based Forms Designer tool in order to create forms.

HCPS will not be outsourcing the development of forms. The proposed solution should include costs for any third party software required based on the recommended number of users for maintaining the forms for the district and the 72 schools and it would need to be broken out in the pricing schedule as a per user cost. See attachment G of RFP.

- 18. Is there a current system or database at either the district or individual school level today that maintains the data for the parent to guardian relationship? If so, is it ODBC/JDBC accessible? If this does not exist, is there an opportunity to create a custom database to store this information that the district and individual schools provide and maintain? Where would this database base be located?**

The Student Information System (SIS) maintains the relationship between the student and the primary guardian. The proposed solution must be able to maintain additional appropriate guardian relationships as they are identified. The SIS does not support ODBC or JDBC. Any data stores required by the solution must be included as part of the solution cost. The proposed solution will be evaluated based on its statement regarding the solution offered for exchanging data between the Electronic Forms Management Application and the HCPS Student Information System (SIS) using standard formats.

- 19. Targeted electronic distribution of forms process - per form, provide ability to select student and/or guardian email addresses and distribute the email with links to the form for them to access and fill out. Does this have to be an integrated component of our solution or can we leverage industry standard, third party solutions with integration into our solution to provide this electronic distribution process?**

Targeted electronic distribution of forms should describe in detail how the solution will allow the district and schools to manage the recipient of forms and how the recipient receives the form on their preferred media. HCPS is not mandating the method of the process but is looking for a detailed description of the solution. Third party solutions can be included in the solution, but must include all associated costs for the third party product.

- 20. What types of reporting of responses to electronic forms are required? As an example, if sending out a permission slip to an event, you need the ability to track for that event, the students that are and are not attending based on the list of students the form was sent to?**

Responses will be specific to the individual form and would need to be included as part of the form definition. There is not a pre-determined list of types of responses. HCPS does require the ability to track, report and extract the responses as described in the Technical Specifications.

- 21. The requirement of importing data into the system from common data formats is referring to the loading of the student and guardian information for use in the forms process, correct? This would be managed in an external database environment that our Forms Management solution would access to use the contain data for the forms processing. Is this acceptable?**

The requirement of importing data into the system from common data formats refers to any data required by the proposed solution to use for form content or distribution. This would include the Student and Guardian relationship but would also include the exchange required to meet the requirement for dynamically populated fields in forms which can be populated with student specific information. HCPS will be evaluating proposals based upon the overall strategy associated with data exchange and not integration to a specific product. It is important that the solution include the ability to exchange information in standard and common formats as per the Technical Specifications.

- 22. For electronic signatures, are you looking to capture the "wet signature" (electronic signature) of the student and/or guardian within a browser-based interface? Will providing digital signatures with the ability to lock down the form and provide PKI tamper proof encryption when the student and/or guardian provides their specific username/password authentication also work?**

HCPS is not looking to capture the wet signature digitally. The intent of the electronic signature is to provide the ability for responses to be electronically signed to meet industry standard criteria of electronic signatures. Providing a solution that ensures the response is not modified after it is submitted and requires a user name and password for authentication would meet the requirements.

- 23. What methods are requested for sending and receiving data between your applications and systems in the County? Is this web-services with XML formatting based or is this typically file exporting and batch importing process? Or can this be direct database connection using standard ODBC/JDBC access methods for sharing the data to the various databases?**

Direct database connections using ODBC/JDBC access methods for sharing the data is not supported by HCPS. HCPS supports multiple types of exchanges including web services and batch file exchanges. HCPS will be evaluating proposals based upon the overall strategy associated with data exchange and not integration to a specific product. The ability for the solution to exchange information in standard and common formats is important for HCPS. See Sec.3, B. Technical Specifications.

- 24. How does HCPS plan to store the completed forms once they are submitted? Is there currently a Content Management solution in place?**

The proposed solution must provide the ability to store the forms and responses within the solution as stated in the requirements from the RFP. Sec.3, B. Technical Specifications

- 25. Do you have a current Document Management or Enterprise Content Management repository in place?**

No

- 26. How many users will be accessing submitted forms?**

HCPS has the potential for approximately 4,000 users accessing submitted forms.

- 27. How many unique forms will there be?**

HCPS does not have an estimate of the number of unique forms that ultimately will need to be created.

- 28. In terms of distribution of the form, would a self-service portal where a student or guardian can access the form and submit the completed form from the portal be considered?**

A self-service portal by itself would not meet the requirement to allow for targeted electronic distribution of forms to student's and guardian's preferred method of notification (e.g. email or SMS text). However, a self-service portal in combination with a solution for notification would be considered.

- 29. Is there a need to store any documents besides Electronic Forms? For example, scanning of documents, e-mail messages, faxes, etc?**

Not in evaluation of this RFP.

- 30. If so, how are these other documents typically received?**

There is not a current solution in place for storage of other documents in HCPS.

- 31. What happens once these forms are submitted? Any processing of the forms done after submittal?**

Once forms are submitted the proposed solution must provide the ability to:

- Provide for central management and reporting of responses to electronic forms*
- Extracts data received from form responses into formats accessible by standard data management utilities (e.g. Oracle, Excel, Access and Filemaker Pro)*

Sec.3, B.1, Bullets 4 and 5

32. What Student Information System do you use?

See answer to question 9

33. Will these forms end up part of a student record? If so what are you using to manage the other documents associated with the student record?

- *The forms will not end up part of a student record.*