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**Systems Replacement Project – Request for Proposal**  
**Student Management System**  
**Part B1: Information to be Provided by Respondents**

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## Table of Contents

|          |   |           |
|----------|---|-----------|
| <b>1</b> | <b>Introduction</b>                                     | <b>1</b>  |
| 1.6      | <i>General confirmation</i>                             | 2         |
| <b>2</b> | <b>Organisational information</b>                       | <b>3</b>  |
| 2.1      | <i>Respondent Authorised Officer</i>                    | 3         |
| 2.2      | <i>Company information</i>                              | 3         |
| 2.3      | <i>Company experience</i>                               | 4         |
| 2.4      | <i>Third parties</i>                                    | 4         |
| 2.5      | <i>Reference sites</i>                                  | 6         |
| 2.6      | <i>Account management</i>                               | 7         |
| 2.7      | <i>Added value</i>                                      | 7         |
| <b>3</b> | <b>Capability delivery options</b>                      | <b>8</b>  |
| <b>4</b> | <b>Proposed solution</b>                                | <b>9</b>  |
| 4.1      | <i>Overview</i>   | 9         |
| 4.2      | <i>Architecture</i>                                     | 9         |
| 4.5      | <i>Hardware, operating system, database and network</i> | 10        |
| 4.6      | <i>Software application</i>                             | 10        |
| 4.6.5    | Navigation  | 11        |
| 4.6.6    | Data entry/retrieval                                    | 11        |
| 4.6.7    | Workflow management                                     | 11        |
| 4.6.8    | Integration/interfaces                                  | 12        |
| 4.6.9    | Internet capability                                     | 13        |
| 4.6.10   | Configuration and/or customisation                      | 13        |
| 4.6.11   | Upgrades  | 14        |
| 4.7      | <i>Users/performance</i>                                | 15        |
| 4.8      | <i>Audit and security</i>                               | 16        |
| 4.9      | <i>Backup and recovery</i>                              | 16        |
| 4.10     | <i>Processing and operational requirements</i>          | 17        |
| 4.11     | <i>Documentation</i>                                    | 17        |
| <b>5</b> | <b>Business requirements</b>                            | <b>18</b> |
| 5.1      | <i>Functional interdependence</i>                       | 18        |
| 5.2      | <i>Business requirements evaluation matrix</i>          | 18        |
| 5.3      | <i>Business requirement exceptions</i>                  | 18        |
| <b>6</b> | <b>Project implementation</b>                           | <b>19</b> |
| 6.12     | <i>Project personnel</i>                                | 20        |
| 6.13     | <i>Project timeline</i>                                 | 20        |
| 6.14     | <i>Project commencement</i>                             | 21        |
| 6.15     | <i>Data conversion</i>                                  | 21        |

|              |   |           |
|--------------|---|-----------|
| <b>6.16</b>  | <b><i>Acceptance testing</i></b>        | <b>22</b> |
| <b>6.19</b>  | <b><i>Training</i></b>                  | <b>22</b> |
| <b>7</b>     | <b>Support services and maintenance</b> | <b>24</b> |
| <b>8</b>     | <b>Supplementary proposal</b>           | <b>26</b> |
| <b>9</b>     | <b>Contract</b>                         | <b>27</b> |
| <b>10</b>    | <b>Pricing</b>                          | <b>28</b> |
| <b>10.12</b> | <b><i>Pricing schedule</i></b>          | <b>30</b> |

# 1 Introduction

- 1.1 This document forms Part B of The Correspondence School's (TCS) student management system (SMS) request for proposal (RFP). It identifies the information TCS requires from you (the Respondent) in order to evaluate your proposed SMS solution.
- 1.2 This information is to be provided by using an electronic copy of Part B, as a template into which your responses are entered.
- 1.3 **All** clauses in Part B followed by the text "Response:" must be answered by inserting your answer beside the word "Response:".

The template will automatically assign a different font and background colour to this text. For example:

**Response:** The XYZ SMS supports full 24 x 7 interactive access for both internal and internet users.

- 1.4 Where a clause is directive in nature, the response must be either "Comply" or "Partial Comply" or Non Comply. Where your response is "Partial Comply" or "Non Comply" then an explanation is to be provided.
- 1.5 Additional information may be supplied as appendices.

## 2 General confirmation

2.1.1 Confirm that you have read and understood all of the information contained within the RFP document, Parts A and B.

**Response:**

2.1.2 Confirm that you have read and accepted all of the information contained within Part A, section 4.2.

**Response:**

### 3 Organisational information

#### 3.1 Respondent Authorised Officer

3.1.1 Supply the name and contact details for your nominated Coordinating Officer.

**Response:**

3.1.2 Supply the name and contact details for your nominated Authorised Officer.

**Response:**

3.1.3 Describe how contract administration, signing and allocation of responsibility for the new systems will be satisfactorily handled.

**Response:**

#### 3.2 Company information

3.2.1 Keeping your responses brief, to the point and using the following table, provide a brief overview of the your company and structure:

| Topic  | Response:            |
|--|----------------------|
| Company name   | <input type="text"/> |
| Description of the services and solutions your company currently offers and the market sectors within which it operates                        | <input type="text"/> |
| Information on the holding, parent or associate companies, if any  | <input type="text"/> |
| Number of years in business (under current company name)   | <input type="text"/> |
| Size of company and nature of business in New Zealand, and/or home country if applicable, including staff numbers and geographical location(s) | <input type="text"/> |
| Operations outside New Zealand   | <input type="text"/> |
| Number of New Zealand customers  | <input type="text"/> |
| Number of New Zealand customers using proposed solution software and your assessment of the market share you hold                              | <input type="text"/> |
| Total number of skilled technical support personnel world-wide, broken down by location  | <input type="text"/> |
| Total number of employees skilled in the use of the development tools proposed for   | <input type="text"/> |

| Topic   | Response: |
|---|-----------|
| the system  |           |
| Total number employees with NZ education sector experience or knowledge   |           |
| A list of any relevant certifications and membership/affiliations with professional bodies your company or your employees may have                |           |
| Specify the type and extent of insurance you have   |           |
| Provide sufficient pertinent financial information from which TCS may reasonably formulate an opinion as to your stability and financial strength |           |
| Provide a statement on the long-range company objectives and/or roadmap [space for your product roadmap is provided below]                        |           |

Additional material you feel is relevant to your proposal may be provided as appendices to your response.

### 3.3 Company experience

3.3.1 Describe your qualifications and experience to deliver the services sought under this RFP covering, at a minimum, delivery of solutions of similar size and scope, any previous experience with New Zealand public sector, and, in particular, experience with education sector projects,

**Response:**

3.3.2 Describe how you keep abreast of trends in the NZ education sector, which could impact the application and its implementation for TCS.

**Response:**

### 3.4 Third parties

3.4.1 Where you choose to deliver a portion, or all, of the solution via one or more third party(s), the following sub-sections are to be completed for each third party.

3.4.2 Describe the third party's contribution to your solution.

**Response:**

3.4.3 Describe the nature of the relationship that would exist between you and the third party with regard to your proposal.

**Response:**

3.4.4 Describe the nature and duration of any previous relationship between you and the third party.

**Response:** [Redacted]

3.4.5 Describe the number and nature of any projects you are currently involved in with the third party.

**Response:** [Redacted]

3.4.6 Keeping your responses brief, to the point and using the following table, provide a brief overview of the third party company and structure, including:

| Topic   | Response      |
|---|---------------|
| Company name  | a) [Redacted] |
| Description of the services and solutions the company currently offers and the market sectors they operate in                                     | b) [Redacted] |
| Information on the holding, parent or associate companies, if any;  | c) [Redacted] |
| Number of years in business (under current company name)  | d) [Redacted] |
| Size of company and nature of business in New Zealand, or home country, including staff numbers and geographical location(s)                      | e) [Redacted] |
| Operations outside New Zealand  | f) [Redacted] |
| Number of New Zealand customers   | g) [Redacted] |
| List organisations that the third party is currently engaged with   | h) [Redacted] |
| Total number of employees skilled in the use of the services being delivered by the third party, breakdown by location                            | i) [Redacted] |
| Total number of employees skilled in the use of the development tools proposed for the system   | [Redacted]    |
| A list of any relevant certifications and membership/affiliations with professional bodies the third party or its employees may have              | j) [Redacted] |
| Provide sufficient pertinent financial information from which TCS may reasonably formulate an opinion as to your stability and financial strength | k) [Redacted] |

Additional material you feel is relevant to your proposal may be provided as appendices to your response.



### 3.5 Reference sites

3.5.1 Provide a list of your customers where your SMS solution is installed.

**Response:** [Redacted]

3.5.2 Provide a list of reference sites, for customers for whom solutions of a similar scope have been provided (preferably in New Zealand).

Note: These references must have already agreed to be contacted by TCS.

|   | Response:  |
|---|------------|
| Organisation Name   | [Redacted] |
| Version of the Solution   | [Redacted] |
| Implementation Date   | [Redacted] |
| Provide a brief outline of the size and scope of each development or package solution and the services you are providing at this site | [Redacted] |
| Contact Name  | [Redacted] |
| Contact Telephone Number  | [Redacted] |
| Contact Email Address   | [Redacted] |

|   | Response:  |
|---|------------|
| Organisation Name   | [Redacted] |
| Version of the Solution   | [Redacted] |
| Implementation Date   | [Redacted] |
| Provide a brief outline of the size and scope of each development or package solution and the services you are providing at this site | [Redacted] |
| Contact Name  | [Redacted] |
| Contact Telephone Number  | [Redacted] |
| Contact Email Address   | [Redacted] |

|   | Response:  |
|---|------------|
| Organisation Name   | [Redacted] |
| Version of the Solution   | [Redacted] |
| Implementation Date   | [Redacted] |
| Provide a brief outline of the size and scope of each development or package solution and the services you are providing at this site | [Redacted] |
| Contact Name  | [Redacted] |

|                          | <b>Response:</b> |
|--------------------------|------------------|
| Contact Telephone Number |                  |
| Contact Email Address    |                  |

### 3.6 Account management

3.6.1 The SMS is a strategic system for TCS and, therefore, warrants the establishment of an enduring Account Management relationship with the supplier of the system.

This relationship will be over and above the project/technical relationships developed during implementation of the proposed solution and will focus on the strategic/business needs of TCS. The following points should be answered in this context.

3.6.2 Describe your organisation's management hierarchy. Who will be responsible locally, regionally, nationally, internationally for this account?

**Response:** [Redacted]

3.6.3 Describe how will you facilitate clear, strong communication between yourselves and TCS.

**Response:** [Redacted]

3.6.4 Describe the process for reporting on progress/issues with TCS's account. Who will perform that role? How often will this occur?

**Response:** [Redacted]

3.6.5 Describe your account management philosophy. How do you stay aligned with new and current customers' business drivers, future strategic planning, growth etc.?

**Response:** [Redacted]

### 3.7 Added value

3.7.1 TCS anticipates that establishment of a relationship with a quality provider of SMS solutions will inherently result in that supplier delivering added value to TCS, over and above the SMS solution itself. For example, leveraging from your SMS research and development activity or providing TCS with access to industry research or best practice information on student management processes and techniques. Identify how you can deliver added value to TCS.

**Response:** [Redacted]

3.7.2 Describe any additional value that you believe your solution will bring to TCS, which is not already covered in other sections of this RFP.

**Response:** [Redacted]

3.7.3 Describe any other functionality or services you can provide, that may be of interest to TCS, which have not been covered elsewhere within your proposal.

**Response:** [Redacted]

## 4 Capability delivery options

4.1 TCS is interested in exploring cost effective options for delivery of its SMS capability. These options range from full TCS ownership and management of all components of the capability, to hosting of the hardware and provision of DBA support by another party, to full outsourcing based on a bureau delivery model where all aspects of the SMS are supported and managed by an outsource partner, or a combination of the above.

4.1.1 Describe the delivery option your proposal is based upon.

**Response:** 

4.1.2 Confirm that all costs associated with your preferred delivery option are included in your proposal and identified in Section 11.

**Response:** 

4.1.3 Describe alternate delivery option(s)/service(s) that you can provide to TCS. The cost impact of each option/service must be clearly and separately identified in Section 11.

**Response:** 

## 5 Proposed solution

### 5.1 Overview

5.1.1 Provide a description of your proposed SMS solution and its capabilities. Identify how it will meet the needs of TCS. Marketing collateral should be provided as appendices to your response.

**Response:**

5.1.2 Describe the licensing model that will be applied to all components of your proposed solution. Note: licensing costs are to be provided in Section 11.

**Response:**

5.1.3 Describe your product strategy/roadmap for the future. Explain where you plan to take the product and where it fits in to your portfolio of products/services.

**Response:**

5.1.4 Describe the User Groups or Forums established for your SMS, including the frequency of meetings, when the next meeting is and their willingness for TCS to attend.

**Response:**

### 5.2 Architecture

5.2.1 Describe your systems architecture. Identify the high-level components making up the system. For each component list the key functionality it delivers.

**Response:**

5.2.2 Confirm that the proposed solution is scalable and capable of supporting reasonable growth for TCS. Identify any architecture or design constraints that could potentially limit growth.

**Response:**

5.2.3 Describe the flexibility of your solution to adapt to the changing needs of TCS.

**Response:**

5.2.4 Advise the extent to which your solution supports the New Zealand E-government Interoperability Framework.

**Response:**

5.2.5 Describe how the architecture supports high reliability and availability.

**Response:**

5.2.6 Describe how the architecture supports data integrity and transaction handling.

**Response:**

## 5.3 Hardware, operating system, database and network

5.3.1 Identify the minimum server configuration and recommended/supported hardware required to ensure good performance levels are met. (It is understood you may be proposing a fully hosted solution; please provide this information regardless.)

**Response:**

5.3.2 Provide details, including version numbers, of the recommended/supported client and server operating system(s) supported by your solution.

**Response:**

5.3.3 Provide details, including version numbers, of the recommended/supported database management systems supported by your solution.

**Response:**

5.3.4 Identify the minimum desktop configuration required to ensure good performance levels are met, for each type of client supported by your solution. This must include identifying any specific software required to support the client.

**Response:**

5.3.5 Identify the minimum network configuration required to ensure good performance levels are met, for each type of client and access method (e.g. internet and LAN) supported by your solution.

**Response:**

## 5.4 Software application

5.4.1 Identify and describe the main software components/modules of your solution, including the applicable software version details and release dates.

**Response:**

5.4.2 For each of the software components/modules identified in 5.4.1 above, identify the anticipated date of the next version(s) and the details of the planned enhancements and changes to the software expected in this version, with an emphasis on those releases that would occur during the TCS implementation period.

**Response:**

5.4.2.1 Describe the ease, or otherwise, of extending your solution to cater for TCS specific requirements.

**Response:**

5.4.2.2 Describe the modules within your solution that will either require customisation or need to be built to support TCS's requirements. This description should include an estimation of the total number of man-hours required to undertake this development and the level of complexity it entails.

**Response:**

- 5.4.3 Provide information on the third party product(s), including licensing details, which are required to support your system. Indicate whether these products are compulsory, what features cannot be implemented without them, and whether they are bundled with your base product, or need to be purchased separately (include all relevant costs in Section 11).

**Response:** 

- 5.4.4 Describe your software development approach, including the assurance processes you have in place to ensure quality.

**Response:** 

## 5.4.5 Navigation

- 5.4.5.1 Describe the means of navigating around the system.

**Response:** 

- 5.4.5.2 If there are predetermined screen paths or menus designed around functions, describe these (or include a screen shot if appropriate).

**Response:** 

## 5.4.6 Data entry/retrieval

- 5.4.6.1 Describe how your solution will conform to the following requirements:

- a) innovative technology solutions to facilitate data entry and minimise manual processing;
- b) upload/download data into industry standard spreadsheet and word-processing packages;
- c) bulk import of prepared data in various forms; and
- d) consolidation of data into standard report request options and summary at different levels, determined by the user at the time of report generation.

**Response:** 

## 5.4.7 Workflow management

- 5.4.7.1 Describe any workflow management functionality provided as part of your solution.

**Response:** 

- 5.4.7.2 Describe the user interface provided to update and maintain workflow logic. Your response should provide sufficient detail for us to understand the flexibility and user configuration capability of this functionality.

**Response:** 

5.4.7.3 Describe how your solution will manage the status of events and transactions using the workflow functionality.

**Response:** [REDACTED]

5.4.7.4 Describe any 'bring up' functionality provided as part of your solution including escalation functionality, tools used, e.g. email.

**Response:** [REDACTED]

5.4.7.5 Describe how the system will approach exception-based reporting/notification.

**Response:** [REDACTED]

## 5.4.8 Integration/interfaces

5.4.8.1 The new SMS solution will be required to interface with a number of other systems operated by TCS. All interfaces to and from the new SMS solution should adhere to the following principles:

- all interfaces will provide reconciliation functionality to prove that what was sent/received has been correctly interpreted and stored;
- sufficient internal controls will be provided in order to mitigate risk but not to an extent as to unduly hinder processing requirements;
- all interfaces should be self-healing in the event of failure;
- all interface components will be automated where possible including:
  - interface initiation;
  - interface processing;
  - interface reconciliation; and
  - interface exception reporting.
- where appropriate, interfaces should operate in real-time;
- batch processing will be used where a real-time interface is inappropriate or cannot be achieved cost effectively; and
- wherever practical, a single master copy of each data item will be provided by the authoritative source system (e.g., the SMS will contain the master records for all enrolment-related information) to other applications, in preference to creating copies.

Describe how your solution will adhere, or otherwise to these principles.

**Response:** [REDACTED]

5.4.8.2 Describe how your SMS interfaces to the Ministry of Education and NZ Qualifications Authority.

**Response:** [REDACTED]

### 5.4.9 Internet capability

5.4.9.1 Describe in detail the internet capabilities of the proposed solution. This should include a breakdown of the functions that can be offered directly to students via the internet.

**Response:** [Redacted]

5.4.9.2 Describe your product strategy with regard to web-enabled services and integration to other types of service providers.

**Response:** [Redacted]

5.4.9.3 Identify any e-Learning/LMS collaborations or partnerships with which you are currently involved.

**Response:** [Redacted]

### 5.4.10 Configuration and/or customisation

5.4.10.1 Describe the extent of configuration that could be done by TCS and the type of resources required to be competent to do this.

**Response:** [Redacted]

5.4.10.2 Describe the configuration or customisation that would need to be carried out by your staff.

**Response:** [Redacted]

5.4.10.3 Describe to what degree screens can be configured to meet user requirements. For example, can titles be changed, new fields added or deleted. Describe the process required to achieve this and any limitations on this process.

**Response:** [Redacted]

5.4.10.4 How does the reporting function support user-added/configured elements, including custom fields?

**Response:** [Redacted]

5.4.10.5 Can user defined edit/validation functions be built, or the standard functions edited?

**Response:** [Redacted]

5.4.10.6 Describe the process to be followed if TCS requests additional customisation of the solution to meet its ongoing needs. Include description of how TCS's requirements would be determined, what documentation would be produced, and the development, testing and implementation process to be followed. Also identify who would perform any customisations and where this activity would be undertaken (New Zealand or offshore).

**Response:** [Redacted]



5.4.10.7 Confirm that software development in relation to application customisation conforms to industry best practice. Include sufficient detail to indicate to us the kinds of disciplines and controls you employ.

**Response:** [REDACTED]

5.4.10.8 Describe your approach for incorporating enhancements into the core product, including:

- the process for agreeing to treat an enhancement as a core product change versus a client specific enhancement; and
- how the costs associated with the enhancement would be apportioned or passed on to the client, if at all.

**Response:** [REDACTED]

5.4.10.9 Describe how TCS customisations, which are not incorporated into your core product, will be built in to future upgrades so that TCS does not have to reapply changes for each new release.

**Response:** [REDACTED]

5.4.10.10 There are a number of regulatory bodies in New Zealand, such as the Ministry of Education and the New Zealand Qualifications Authority, which can impose requirements upon TCS. TCS may be required to make system enhancements to meet or comply with these requirements, often with very little lead-time. Describe how these mandatory enhancements would be supported within your product development timetable/process and whether or not the cost of these mandatory enhancements is covered by your standard support and maintenance agreement.

**Response:** [REDACTED]

## 5.4.11 Upgrades

5.4.11.1 Describe how, and under what pricing structure, software upgrades would be delivered to TCS.

**Response:** [REDACTED]

5.4.11.2 Describe how frequently updated versions (new releases) of your system are released.

**Response:** [REDACTED]

5.4.11.3 Describe the testing and quality assurance processes you apply to new releases of your system.

**Response:** [REDACTED]

5.4.11.4 Describe how frequently TCS would be expected to upgrade to the new releases.

**Response:** [REDACTED]

5.4.11.5 Describe your support and maintenance policy for earlier versions of your software. Identify the version number and date of release, for the oldest version of the SMS for which you currently provide standard support and maintenance.

**Response:**

## 5.5 Users/performance

5.5.1 The number of users of the system is expected to be similar to those detailed in the table below.

| Group                         | Approximate Numbers 04/08 | Current Estimated Users 04/08 | Projected Users 05/09 |
|-------------------------------|---------------------------|-------------------------------|-----------------------|
| Internal to TCS Environment:  |                           |                               |                       |
| Teachers                      | 230                       | 230                           | 274                   |
| Registry/enrolments staff     | 13                        | 13                            | 20                    |
| IT staff                      | 16                        | 5                             | 5                     |
| SRC staff                     | 22                        | 3                             | 10                    |
| Other corporate support staff | 99                        | 99                            | 25                    |
| External to TCS Environment:  |                           |                               |                       |
| Liaison Teachers              | 20                        | 20                            | 20                    |
| Students*                     | 13,193                    | unknown                       |                       |
| Parents                       | unknown                   | unknown                       |                       |
| Other School Staff            | unknown                   | unknown                       |                       |
| Other Govt Agencies           | unknown                   | unknown                       |                       |

\*Active student numbers can vary throughout the year. For example, during the 12 months June 07 – May 08, the number of active students ranged from 5,672 to 13,468, with the total number on the roll ranging from 10,500 to 27,997 over the same period.

5.5.2 At least 100 TCS staff can be considered “concurrent” users, in the sense that they will be logged in to the SMS system. Typically, however, their sessions are expected to remain inactive for much of the time: i.e., they will not be generating transactions. Currently, the registry/enrolment staff, although numerically few, generates by far the majority of the SMS (Xtend, Enrolment Online) activity.

5.5.3 Internal users are predominantly logged in to the SMS system during standard office hours 8am to 6pm, Monday to Friday. The *majority* of external usage is also likely to occur within standard office hours, although there is potential for some Students, Parents, and Liaison Teachers to access the system at any day and time.

5.5.4 Students and parents currently use the online enrolment feature, and access Blackboard, from the School’s website [www.correspondence.school.nz](http://www.correspondence.school.nz). There are no statistics available on current web usage by students or external organisations.

5.5.5 Confirm that your solution will support the level of user activity described above, while providing system response times that enable the fast and efficient use of the system by users. Include any limitations or qualifications that apply.

**Response:**

- 5.5.6 It is important that the system delivers acceptable performance, especially at times of peak load. For those aspects of the system that can be accessed over the internet, it is important that adequate performance can be achieved over a dial-up connection, as this may be the normal connectivity method for a number of remote users. Describe the performance characteristics of the system for both internal and remote users.

**Response:** 

- 5.5.7 Describe the system availability profile under normal operating conditions. In particular, can the solution provide full 24 x 7 availability to both internal and remote users?

**Response:** 

## 5.6 Audit and security

- 5.6.1 Describe the audit and security features provided by the system.

**Response:** 

- 5.6.2 Describe the outputs produced from the audit process.

**Response:** 

- 5.6.3 Describe how access to data and functionality is governed by the user profile, and the user's organisation profile.

**Response:** 

- 5.6.4 Describe how your solution ensures data confidentiality, privacy and integrity.

**Response:** 

## 5.7 Backup and recovery

- 5.7.1 Describe the backup features and operation applicable to your SMS.

**Response:** 

- 5.7.2 Describe what recovery routines are included internally.

**Response:** 

- 5.7.3 It is not expected that our data volumes will necessitate historic data to be archived. If this is not the case (i.e., if archiving *is* required) or if other techniques, such as data compression, are implemented by your SMS, explain the operational requirements, any associated costs, technical requirements, software or memory, and user/support knowledge required.

**Response:** 

- 5.7.4 Describe the recovery requirements and activity to restore the system to normal operation in the event of a major system failure.

**Response:** 

## 5.8 Processing and operational requirements

5.8.1 Describe what regular housekeeping or system maintenance activities need to be performed to keep the system functioning optimally.

**Response:** 

5.8.2 Describe what options there are available to minimise disruption to business continuity.

**Response:** 

## 5.9 Documentation

5.9.1 Describe the documentation that is provided with the system, including the number of copies to be supplied as part of your proposal. In particular give details of the following:

- user documentation;
- system documentation;
- operating documentation;
- handover documentation; and
- on-line help.

Brief examples of the above should be included as appendices to your response.

**Response:** 

5.9.2 Describe your approach to documentation with regard to future upgrades to the system.

**Response:** 

## 6 Business requirements

### 6.1 Functional independence

6.1.1 Unless you have specifically identified a conflict or constraint, TCS will assume that all requirements described in this section can be supported simultaneously, i.e. you should identify where configuration of one function/feature disables or limits another function/feature.

**Response:**

### 6.2 Business requirements evaluation matrix

6.2.1 Using Part B2, the *SMS Business Requirements Evaluation Spreadsheet*, for each of the requirements listed, provide a self-rating according to the following scale:

- S **Standard** – Fully compliant without any need for custom code; out of the box, easily configurable, at no additional cost.
- A **Provided with some custom development or configuration** required; but this will be completed by Respondent and is included in base installation price.
- B **Provided with minimal customisation** – Some customisation or development work required to meet the requirement).
- C **Provided with difficulty** – Substantial custom development, or third party product required, will be separately outlined and priced.
- N **Not available** or recommended as part of this SMS.

6.2.2 The completed spreadsheet must be returned with your proposal.

### 6.3 Business requirement exceptions

6.3.1 Following your analysis of the business requirements, identify in the table below the specific requirements that your solution cannot meet, or where a particular requirement cannot be configured/supported at the same time as another. If the requirement can be met via an alternative means or customisation, then a description of this should be provided. Any requirement rated a B, C, or N should be included in the table, as per the examples shown. The examples should be removed in your response.

**Response:**

| Point | Limitation  |
|-------|---|
| xxx   | The XYZ system is unable to update the record in this way. An alternative approach is offered via the ...   |
| xxx   | The current data model does not hold this type of information. This will require customisation to the system. This will be undertaken at no cost to TCS |
|       |   |

## 7 Project implementation

7.1 Describe your overall approach to implementing the proposed solution. This description should include an overview of any phasing of deliverables, providing business continuity throughout the project, and handover activities.

**Response:**

7.2 Describe the main deliverables (Products) you would provide for each of the following stages of the project.

- Stage (Project) Planning
- Analysis and definition of detailed functional requirements
- Application configuration/customisation design.
- Data migration
- Implementation
- Integration
- Hosted environment
- Testing

**Response:**

7.3 Describe any critical activities that would be outside of your control.

**Response:**

7.4 Describe the project management methodology that will be employed to effectively manage the project to completion.

**Response:**

7.5 As an appendix to your response, provide examples of the standard project management templates and tools you will use to manage the project.

**Response:**

7.6 Describe how you will monitor and report progress to ensure each milestone is achieved on time.

**Response:**

7.7 Describe your preferred organisation structure for the project; identifying the relationships between TCS and your project team.

**Response:**

7.8 Describe what risks you anticipate for the project, and what plans would be put in place to manage these risks.

**Response:**

- 7.9 TCS prefers to enter into a contract with a complete solution. However, it recognises that there may be areas where you may not have the expertise or it is impractical for you to undertake. Identify what activities you will not undertake.

**Response:** [Redacted]

- 7.10 Detail what level of involvement is required from TCS personnel, including the time commitment and skills expected from them.

**Response:** [Redacted]

- 7.11 Describe the level and duration of post implementation support that will be provided after the system is operational.

**Response:** [Redacted]

## 7.12 Project personnel

- 7.12.1 You will be required to appoint an experienced Project Manager with overall responsibility for delivery and implementation of all software and services provided contractually by you (a CV and references or this person will be required at a later date).

**Response:** [Redacted]

- 7.12.2 Your Project Manager will be expected to schedule and attend regular project management meetings and updates, and to provide regular written reports on project progress and issues.

**Response:** [Redacted]

- 7.12.3 Identify the key project personnel who are likely to be involved with the project and provide profiles for each of them. These personnel profiles are to include, as a minimum, the person's name, their responsibilities on the project, experience and qualifications.

**Response:** [Redacted]

- 7.12.4 Confirm that if any of the proposed personnel are no longer available at any time before or during the project that alternative, equally skilled resources will be immediately available and that the project will not suffer, either in time, cost or progress, as a result of the loss.

**Response:** [Redacted]

- 7.12.5 Acknowledge that, if requested, security clearance may be required for your personnel involved in project delivery.

**Response:** [Redacted]

## 7.13 Project timeline

- 7.13.1 It is TCS's expectation that the new SMS will be in production by the 4<sup>th</sup> quarter of 2009. Do you believe that this is achievable? If not, explain why.

**Response:** [Redacted]

- 7.13.2 Provide a detailed project timeline that identifies (no less than) the key tasks, their durations and task interdependencies required to achieve the following milestones/activities. It is important to note that TCS functions as a regular school. Therefore many of the teaching

staff take leave in the school holiday periods, which may impact delivery dates where TCS staff are involved. This should be considered in your planning.

- Project Planning and Scoping
- Detailed Functional Requirements
- Application Configuration/Customisation Design
- Implementation
- Integration
- Hosting
- Functional and User Acceptance Testing (TCS)
- Training (preparation and delivery)
- Data Migration
- Roll Out to production users
- Transition to BAU/Warranty (90 day)

**Response:** 

7.13.3 Identify any material assumptions or critical dependencies that have been made in your project timeline.

**Response:** 

## 7.14 Project commencement

7.14.1 Indicate the earliest date, following successful contract negotiations; you will be available to commence work.

**Response:** 

7.14.2 Identify any pre-commencement activities or lead-time required before work can commence.

**Response:** 

## 7.15 Data conversion

7.15.1 TCS anticipates that a full data conversion strategy will need to be developed as part of the initial design/planning undertaken by the successful Supplier.

As far as possible without investigating TCS's existing data structures, outline your general approach to data conversion. In particular your response should comment on the following key points:

- a synopsis of previous conversion experience;
- key risks and your approach to managing them;
- any high level dependencies and sequencing of key tasks;
- particular areas that require extra care and the type of issues that may arise; and



- items that you anticipate will be automated as part of the conversion process and those items that will require manual conversion.

**Response:** [Redacted]

## 7.16 Acceptance testing

7.17 Describe your preferred approach to acceptance testing including:

- when it is to take place;
- where it is to take place; and
- who is responsible for the formulation of the test data.

**Response:** [Redacted]

7.18 Describe your system sign off/acceptance procedures.

**Response:** [Redacted]

7.18.1 Describe your approach to defect management, bug fixing, and regression testing, and an outline to your approach to change and release management procedures for updates provided to TCS for testing.

**Response:** [Redacted]

## 7.19 Training

TCS requires key users to be trained in all operational functions and support of the software package at commencement of the project, and all other users to be trained prior to their using the system. The predominant users of the system will be the staff involved in Enrolments, Assessments and Evaluation & Qualifications, as well as the Support Advisors and Finance Teams (approximately 50 staff in total) with Teachers providing the bulk of the low-intensity users (approximately 250).

7.19.1 Identify your general terms and conditions for supplying training, include an overview of your training staff skills and the number of trainers you have available to deliver training.

**Response:** [Redacted]

7.19.2 Identify your preferred approach and other options available for training TCS staff, e.g. in-house training by your staff, by a third party or 'train the trainer'.

**Response:** [Redacted]

7.19.3 Provide a high-level training plan that identifies how end-users and support staff will be made ready. Where applicable, distinguish between end-users, system administrators, technical support, business analysts and development staff.

**Response:** [Redacted]

7.19.4 Provide detailed course outlines, their key objectives and an indication of the length and cost structure for the training.

**Response:** [Redacted]

7.19.5 Can you customise your standard courses to meet the specific needs of TCS?

**Response:** 

7.19.6 State if there are any restrictions to the number of trainees per course.

**Response:** 

7.19.7 Describe the user training documents provided with your system, and include examples as an appendix to your response.

**Response:** 

## 8 Support services and maintenance

8.1.1 Confirm that all references to date and time are expressed in New Zealand Standard Time (NZST) except where explicitly stated otherwise.

**Response:** [Redacted]

8.1.2 State the warranty period for the goods and services that you are offering, and the terms of such warranties, together with any exclusions.

**Response:** [Redacted]

8.1.3 Confirm that you will support and maintain the application once deployed in Production, for a minimum of three years.

**Response:** [Redacted]

8.1.4 TCS will require on-going Help and Support services for any solution that is implemented. Describe how you would propose to support all components of the solution, including:

- the process for accessing these services;
- service levels you can offer, including the response times associated with each level;
- your escalation process and how this is triggered; and
- after-hours support and how this would be accessed.

Where different options are available these should be provided so they can be considered.

**Response:** [Redacted]

8.1.5 If you have a standard Service Level Agreement available this should be attached to your response. State if you have attached a standard SLA.

**Response:** [Redacted]

8.1.6 Confirm that the support/maintenance services will begin at the completion of the agreed warranty period, with the expected warranty period being no less than 90 Business Days following the sign off on User Acceptance Testing based on agreed acceptance criteria.

**Response:** [Redacted]

8.1.7 Describe the location or base of your support staff, including their skill sets and hours of availability.

**Response:** [Redacted]

8.1.8 It is assumed that many basic administrative functions are most appropriately carried out by internal TCS staff. Describe the skill level and number of internal TCS staff required to support your solution on an ongoing basis.

**Response:** [Redacted]

8.1.9 Describe how you will provide onsite support, when/if it is needed.

**Response:** [Redacted]

8.1.10 Describe how TCS can lodge user input and feedback in relation to the application relating to issues or improvements.

**Response:**

8.1.11 If services are provided by a third party, confirm that your responses to this section are applicable to them, or, identify how the services they provide will differ.

**Response:**

8.1.12 Describe the remedies included as standard in your SLA, in the event of failure to achieve agreed service levels.

**Response:**

## 9 Supplementary information

- 9.1 TCS recognises that customising a new system to accommodate current operational processes may necessitate significant development effort, potentially increasing delivery time, cost and risk. TCS is willing to consider modifying its processes to reduce the complexity of the project. You are invited to append supplementary information that may be non-conforming to our stated requirements, but which significantly reduces the complexity of the implementation or contributes to business process efficiencies.
- 9.2 The supplementary information must be kept separate. It should be provided as an appendix to your conforming proposal, including separate pricing (using a copy of Section 11) if applicable.
- 9.3 Your supplementary information must clearly state how the suggested changes differ from the conforming proposal, what trade-offs TCS will be required to make, and what benefits would accrue if this alternative approach were to be adopted.
- 9.4 Indicate here whether you have appended such information to your proposal and, if so, provide a high-level précis of the approach, including the principal points of departure from your conforming proposal.

**Response:**

## 10 Contract

- 10.1 TCS places significant importance upon the ability of both parties to agree a contract, which is fair and equitable to both parties.
- 10.2 TCS anticipates that the contract we enter into will be as per TCS's *Supply and Implementation Agreement* template provided. Indicate your acceptance of this template or, if required, identify those areas that are not acceptable to you and require further negotiation.

**Response:** 

- 10.3 TCS wishes to enter into a prime contract for the end-to-end supply, customisation, integration and commissioning of a Student Management System. This requirement does not preclude you from entering into back-to-back arrangements with third parties, for the supply of components of the proposed solution. However, where you will rely upon the services of a third party to deliver a portion, or all, of the services, confirm that you have back-to-back agreements in place to ensure delivery of the services to the Service Levels agreed with TCS.

**Response:** 

- 10.4 Respondents are invited to submit their own recommended support and maintenance agreements (refer Section 8). However, TCS reserves the right to require alternative terms if the terms supplied by the Respondent are not acceptable, and to negotiate with the Respondent on this basis. State whether you have provided a recommended support and maintenance agreement.

**Response:** 

# 11 Pricing

11.1 All prices must include any discounts for which TCS may be eligible. During the evaluation process, TCS will directly compare the prices quoted by Respondents.

11.2 Confirm that the pricing provided by you is for the total commissioned cost.

**Response:** [Redacted]

11.3 Confirm that all components of the solution offered in your response are included in the pricing offered.

**Response:** [Redacted]

11.4 Confirm that all costs are:

- stated in New Zealand dollars;
- Delivered Duty Paid (DDP); and
- exclusive of Goods and Services Tax (GST).

**Response:** [Redacted]

11.5 Confirm that all prices and costs described in the proposal will remain firm for 120 days from the closing date of this RFP, subject to TCS being entitled to the benefit of any reduction in price or cost announced after the date of the proposal for items included in the proposal.

**Response:** [Redacted]

11.6 Identify any regular price review periods affecting continuing costs of support and maintenance, and the period of notice that will be given if any price changes were to be implemented.

**Response:** [Redacted]

11.7 List all material assumptions that have been made when pricing this proposal.

**Response:**

| Assumption | Impacts Upon |
|------------|--------------|
| [Redacted] | [Redacted]   |
| [Redacted] | [Redacted]   |

11.8 List any services or components of the solution that have been specifically excluded from the price and indicate why.

**Response:**

| Exclusion  | Reason     | Impacts Upon |
|------------|------------|--------------|
| [Redacted] | [Redacted] | [Redacted]   |
| [Redacted] | [Redacted] | [Redacted]   |

11.9 You may specify any additional optional services that are relevant to this RFP. Cost of these additional services must be itemised.

**Response:**

| Additional Service | Cost |
|--------------------|------|
|                    |      |
|                    |      |

11.10 Provide a detailed breakdown of your proposed payment schedule. This must identify all conditions under which payments will be made, e.g. milestones, agreed sign-off criteria or retention payments. The schedule must be categorised under the following sub-headings:

- Project, including charges resulting from approved changes in scope;
- Ongoing charges, e.g. software licences and support; and
- Post Implementation enhancements.

**Response:**

[Redacted response text]

11.11 Using the table provided below, provide a breakdown of the hourly labour rates that will be applied for additional project work, approved via the change control process, or post implementation enhancement requests. Where different rates are applied for different skill sets, the skill sets are to be listed.

| Skill Set | Project Change Control Work Request | Post Implementation Enhancement Request |
|-----------|-------------------------------------|---|
|           |                                     |   |
|           |                                     |   |

Confirm these rates will apply for a minimum period of twelve 12 months following the commencement of the contract.

**Response:**

[Redacted response text]

11.12 Identify any regular price review periods affecting continuing costs of maintenance, and the period of notice that will be given if any price changes were to be implemented.

**Response:**

[Redacted response text]



### 11.13 Pricing schedule

11.13.1 Complete the schedule below, adding any rows necessary to provide a complete outline of the pricing structure.

This schedule is to be used as a starting point only. Ensure all costs associated with the purchase and implementation of the system is shown.

| Description                              | One-off Cost | Annual Cost | Unit Rate <sup>1</sup> | Basis/Comments |
|--|--------------|-------------|------------------------|----------------|
| Application Software Licence             |              |             |                        |                |
| Module                                   |              |             |                        |                |
| Module                                   |              |             |                        |                |
| Module                                   |              |             |                        |                |
| Module                                   |              |             |                        |                |
| Module                                   |              |             |                        |                |
| Module                                   |              |             |                        |                |
| Module                                   |              |             |                        |                |
| Development Tools                        |              |             |                        |                |
| Other Software (itemise)                 |              |             |                        |                |
| Application Software Licence Support fee |              |             |                        |                |
|  |              |             |                        |                |
| Hardware (if required)                   |              |             |                        |                |
| Hosting (if required)                    |              |             |                        |                |
|  |              |             |                        |                |
| User Licences                            |              |             |                        |                |
|  |              |             |                        |                |
| Modifications                            |              |             |                        |                |
|  |              |             |                        |                |
| Interface Development                    |              |             |                        |                |
|  |              |             |                        |                |
| Implementation                           |              |             |                        |                |
| Technical                                |              |             |                        |                |
| Project Management                       |              |             |                        |                |
| Resources                                |              |             |                        |                |
| Documentation                            |              |             |                        |                |
| Training                                 |              |             |                        |                |

<sup>1</sup> Where a cost relates to an hourly or per unit rate identify the unit cost.

| Description                   | One-off Cost | Annual Cost | Unit Rate <sup>1</sup> | Basis/Comments |
|-------------------------------|--------------|-------------|------------------------|----------------|
| Data Conversion               |              |             |                        |                |
| <Add others as applicable>    |              |             |                        |                |
|                               |              |             |                        |                |
| Ongoing Support & Maintenance |              |             |                        |                |
| Upgrades                      |              |             |                        |                |
|                               |              |             |                        |                |
| Additional Costs (itemised)   |              |             |                        |                |
|                               |              |             |                        |                |
| Total Costs                   |              |             |                        |                |