



COMMONWEALTH OF VIRGINIA
COUNTY OF HENRICO

DEPARTMENT OF FINANCE
CELIA H. STOWE, CPPO, C.P.M.
PURCHASING DIRECTOR

RFP 18-1594-2EMF
Electronic Forms Management System
Questions and Answers

- Q1. Sec.II. BACKGROUND states:
HCPS current contract is with Permissions Safe Inc. dba Zipp Slipp, and the cost per student for the last four years has been \$1.25 per student. Is this an annual fee or was this the fee for the last 4 years?

Answer: This is an annual fee per student and the per student fee has remained the same for the last four (4) years.

- Q2. Sec.III.B.1.c & n states:
c) Allow for targeted electronic distribution of forms to student's, parent's or guardian's preferred method of notification (i.e. email and SMS);
n) Provide the functionality to notify end users who submit electronic forms, the form has been completed, as well as reminders and updates (i.e. Submission confirmation, system maintenance through email/SMS).

Are you asking that the forms system send out SMS and emails or are you looking to use another system to send out the SMS and emails and just want a user friendly link back to the forms?

Answer: The proposed solution shall have the capability to notify student or parent/guardian using parent preferred method of receipt, whether that's through email and/or SMS with a link that takes them to the online portal to complete the forms.

The proposed solution shall have the capability to send reminders and updates to the students and parent/guardians regarding pending forms, system maintenance and reminders as well as provide a completion notice via email and/or text message when they have completed a forms submission. It should be something they can print (if needed) or show on their mobile device to confirm that they completed the forms.

- Q3. Does HCPS have a budget in place for this project?

Answer: Yes

- Q4. Will you consider a longer term if the annual fee is reduced or locks the fee in with any annual increase?

Answer: The County can only renew on a year to year basis. Contract periods typically run year one being at signing of the contract and then there are four (4) one year renewal options.

- Q5. Whether companies from Outside USA can apply for this? (for example, from India or Canada)

Answer: All offers submitted will be considered.

Q6. Whether we need to come over there for meetings?

Answer: If requested by the County and typically necessary.

Q7. Can we perform the tasks (related to RFP) outside USA? (for example, from India or Canada)

Answer: Offerors would have to provide detailed information on how they would meet the Scope of Services of the proposal.

Q8. Can we submit the proposals via email?

Answer: No

Q9. What is the predominant operating system in the school district: Mac or PC?

Answer: Our predominant operating system on HCPS machines is Windows based, Windows 7 and Windows 10 currently.

Q10. For demonstration purposes, can you please make available a sampling (10-12) of forms (Elementary, Middle, High School and District-wide) that are required to be electronic?

Answer: Find attached the Student Information Record, Code of Conduct Form and Permission to Photograph.

Q11. Are fees collected with online forms?

Answer: This RFP is for forms only.

Q12. What percentage of the forms have fees?

Answer: N/A

Q13. What is the total annual volume of money collected from forms?

Answer: N/A

Q14. Who is the District's current Merchant Provider for the collection of school fees via online forms?

Answer: This RFP is for forms only.

Q15. For the translation requirement of the RFP, are you looking for real-time translation of English forms to other languages on the screen?

- Or, are you looking for the same form to be provided multiple times in different languages at the same time online to parents?
- If so, are translation services expected to be provided by the vendor for form content or will the District be providing translation services?

Answer:

- **Yes.**
- ***If real time, on-screen translation is not available, example: Google Translate, offerors shall provide, with their proposal package, options for forms to be delivered in multiple languages.***
- ***The district would provide the translated forms.***

Q16. What language do completed forms (in other languages) come back to the District in? (e.g. English vs. Translated Language)?

Answer: English

Q17. Do you require support for internal forms – ie, forms between staff and district offices, with workflow?

Answer: Yes.

Q18. Does the solution require notifications and reminders of available forms by email and text to parents?

Answer: Yes.

Q19. Do you need support for payments integrated with forms support for the collection of various school fees?

Answer: No

Q20. In the responses by parents, do they need to upload documents or scanned copies of documents?

Answer: Yes.

Q21. Are there use-cases of forms support for students enrolled in schools outside of Henrico Public Schools?

Answer: Yes. HCPS does have private school and homeschool students who live in our county that will require access and the ability to utilize this product at various times. Example: A Specialty Center Application where private school students have the option to apply to attend a center during their high school years.

Q22. Does the solution require support of multimedia content, ie, “flyers”?

Answer: Yes.

Q23. Do you need the system to communicate with students as well as parents?

Answer: Currently, parents and staff are our primary focus with regards to the communication piece; however, students are on our roadmap.

Q24. Do you need to distribute forms to schools so that there is a consistent set of forms used by school staff?

Answer: Yes.

Q25. Do you expect schools to use electronic forms for activities such as field-trips?

Answer: Yes. We currently have a subset of schools that use our current forms product to collect field trip information.

Q26. Please specify your expectations for training district and school staff - roughly how many hours and sessions?

Answer: Training will include up to 5 district staff members and at least 2 people from each of our schools. Offerors are to provide information with their submission packet about training costs (to include number of hours, days, participants, onsite days, and number web based training);

Q27. Are all 5 of your most common languages noted – Spanish, Arabic, Telugu, Vietnamese, and Chinese ‘must haves’ for this solution?

Answer: Offerors shall provide what languages their proposed solution can translate too.

Q28. The RFP references having 100 unique forms, with a few examples given. Can you clarify if all those forms are part of the annual registration packet or if some of these forms are utilized at other times throughout the year? If so, what forms are outside the annual registration process?

Answer: HCPS offers an annual packet of forms for our current students in the fall and the spring to allow parents to update demographic as well as other information such as code of conduct and permission to photograph. HCPS also offers school specific forms and district forms such as applications to programs/clubs, field trips, medical information, etc. throughout the school year.

Q29. Item 1.j. under Technical specifications – ‘Allow HCPS staff to create and edit forms for distribution without requiring intervention or assistance from the Successful Offeror.’ Is lack of self-service in this fashion a deal breaker for the district?

Answer: Offerors can provide information as to why this is not available however this may result in a lower score.

Q30. Sec.III.B.1.g Technical Specifications - g. Import data into the electronic form management system from common data formats (i.e. comma delimited, .txt, XML) (See Attachment I); Provide clarity on the current use case and frequency of usage, as well as future-use requirements.

Answer: Currently, we provide the vendor a .txt file nightly via an FTP Site and they push updates and changes to their system to ensure our student and staff information is current.

Q31. Sec.III.B.1.i. Technical Specifications i. Provide a mechanism to send and receive data between other applications and systems in the County (i.e. the SIS); Provide clarity on the current use and case frequency of usage, as well as future-use requirements. Which County systems/applications outside of the SIS would be considered (if any)?

Answer: Currently, the only system that would need a mechanism to send and receive data between other applications would be with our Student Information System, PowerSchool. This is managed through export files in Excel or text tab delimited format so that we can import them into PowerSchool.

Q32. Sec.III.B.1.I Technical Specifications I. Facilitate use of dynamically populated fields in forms which can be populated with student specific information
Provide clarity on the current use case and frequency of usage, as well as future-use requirements.

Answer: HCPS wants the ability to map fields within the forms so that parents can simply review the information stored within our SIS and make changes where applicable. Currently, we map fields stored in a student profile such as grade level, gender, and school name or we can import an excel file that contains information and map that information to fields built within a form.

Q33. Sec.VIII.B.12 Sample Forms - Provide sample of forms with your submission packet such as Student Demographic Records and Start of School forms.
In order to provide the most direct relatable sample forms and screen shots, would HCPS provide a PDF copy of their current forms?

Answer: See answer to Q10..

Q34. Can HCPS provide a summary of existing parent-facing technology systems in use? (i.e. Parent Portal, SMS or other communication tools, etc.)

Answer: HCPS uses the PowerSchool Parent Portal, which is a platform that allows parents/guardians to engage in their student's education in regards to courses, grades and attendance. SchoolMessenger is used to deliver district and school notifications and communications through phone, email, and SMS. HCPS uses a learning management system called Schoology designed to provide a digital medium to enhance classroom interactions between teachers, students and parents as well as communicate district and school communications. HCPS provides parents and students a tool called Parchment for ordering student credentials.

(804) 501-5660 FAX (804) 501-5693



Forms Packet: Required School Forms 17-18

Child: [Redacted]

Electronic Form 6 of 8: Code of Conduct Signature Page 17-18

IMPORTANT PLEASE READAn electronic copy of the Student Code of Conduct is attached to this packet for your review. You can also review or download a copy through the following online resource: http://henricoschools.us/pdf/Schools/CodeOfStudentConduct.pdf. This is the acknowledgment of the receipt and a review of the Code of Student Conduct.

School Name: [Redacted] Student ID: [Redacted] Homeroom: [Redacted]

ACKNOWLEDGEMENT OF RECEIPT AND REVIEW OF THE CODE OF STUDENT CONDUCT

I certify (please answer ALL questions):

1. receipt of the Henrico County School Board's Code of Student Conduct and understand that printed therein are Sections 22.1-254 and 22.1-279.3 of the Code of Virginia, and the HCPS Acceptable/Safe Use of Technology and the Internet (on page 12), and the HCPS Student Activities Contract (on page 15).

Yes

2. that my signature indicates my permission to allow my son or daughter to have access to the internet under the conditions set forth.

Yes

3. that I have reviewed the content of the Code of Student Conduct including school bus rules and the Student Activities Contract with my child.

Yes

4. that I have been informed that all personal belongings kept on school property (including on school buses and all other vehicles used for pupil transportation), brought to school-sponsored events, or brought to bus stops will be at the sole risk of the owner. HCPS will not accept responsibility for damage, loss, or theft of any personal belongings on school property, brought to school-sponsored events, or brought to bus stops. This includes damage, loss, or theft to bicycles, motorbikes, motorcycles, motor vehicles, musical instruments, cell phones, electronic devices, clothing, shoes, glasses, and all other personal belongings. Owners shall not assume that personal property will be replaced or repaired by HCPS. Claims for loss or damage to personal property resulting from actions of HCPS employees will be investigated and administered by the County's Risk Management Division.

Yes

5. that I have received and reviewed the HCPS Denial of Permission or the "opt-out" form (interactive form included in this packet and can be found online at http://henricoschools.us/pdf/Schools/DenialOfPermission.pdf) and Annual Notice to Students/Parents re: Student Education Records (PDF attached to this packet and can be found at http://henricoschools.us/pdf/EducationRecordsAnnualNotice.pdf) accompanying the Code of Student Conduct and that I understand that I must follow the instructions described therein in order to request non-disclosure of the information listed.

Yes

6. that signing below only signifies receipt and review, and furthermore, that by signing this statement of receipt, I am not waiving, but expressly reserving, my rights protected by the constitutions or laws of the United States or Commonwealth of Virginia and my right to express disagreement with a school's or school division's policies or decisions.

Yes

I understand that this Code of Student Conduct applies to my child and all students of Henrico County Public Schools. I have reviewed this information with my child. Please acknowledge below on behalf of yourself and your student.

Parent Acknowledgement:

Yes

Student Acknowledgement:

Yes

Please ANSWER ALL QUESTIONS before electronically signing.

Main Office- Filled by Me

Principal's Signature:

[Redacted Signature Line]

Electronically signed by [REDACTED] on 28 Aug, 2017 08:24 AM

Authenticated by ZippSlip

Back

Cancel

Save & Next

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Henrico County Public Schools

Slip

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Forms Packet: Required School Forms 17-18

Child: 


Electronic Form 8 of 8: Denial of Permission to Photograph 17-18

Henrico County Public Schools and authorized media (including television, newspaper and radio) may record a student's image, voice, performance, student work and other data on any media form. Data may include a student's name, age, grade and school location for use in programs, exhibitions, showings or displays and the promotion thereof in all media including HCPS web pages.

SchoolName: 

Homeroom: 

Student Name: 

Student Number: 

I give permission for my child's image to be used in any media form.

Yes No

Electronically signed by  on 28 Aug, 2017 08:25 AM

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Forms Packet: Required School Forms 17-18

Child: [REDACTED]

Electronic Form 1 of 8: Student Information Record 17-18

This forms contains the core demographic information that is currently listed in PowerSchool (our current student information system). Please review the form and make changes where necessary. If you have an address change or contact updates due to custody changes, please note additional paperwork may be required by the school's registrar in order to make those changes in PowerSchool.

Student ID: [REDACTED]	Student name: [REDACTED]	Lineage: <input type="text" value="Please Select ▼"/>
School Name: [REDACTED]	Grade Level: [REDACTED]	Gender: [REDACTED]
		Homeroom: [REDACTED]

SECTION 1

Preferred Name: [REDACTED]

ETHNICITY:

Latino/Hispanic
 Y N

RACE:

American Indian/Alaska Native
 Y

Asian
 Y

Black African American
 Y

Hawaiian/Other Pacific Islander
 Y

White
 Y

SECTION 2

Home Phone: [REDACTED]

Birthdate: [REDACTED]

Has your address changed?
 Yes No

IMPORTANT NOTE: If you have an address change, please update the fields below. Note: With any address change, there is additional documentation required in order for the school to process that change. Please contact your child's school registrar for more information.

Address:

[Redacted Address]

SECTION 3

Doctor's Name: (please enter the practice name or the first and last name of the doctor)

[Redacted Doctor Name]

Office Phone #:

[Redacted Office Phone #]

Dentist's Name: (please enter the practice name or the first and last name of the dentist)

[Redacted Dentist Name]

Dental Provider Phone #:

[Redacted Dental Provider Phone #]

CAUTION: A student may attend a public school in Henrico County only if he/she is living in Henrico County with a natural parent, a person having legal custody by court order, or a court appointed guardian and the student carries on the normal activities of daily living at the residence of that person (i.e., eating, sleeping...). The student's legal relationship to the person(s) listed in Contact 1 or Contact 2 below must be accurately stated.

CONTACT INFORMATION: Information about person(s) with whom student lives: Natural Mother, Natural Father, Step Mother, Step Father, Foster Mother, Foster Father, Grandmother, Grandfather, Foster Provider, Female Guardian, Male Guardian, Other- Specify

SECTION 4

Contact 1 - Must have custody and live with student

NOTE: If contact person 1 has changed for a student, the contact must come to the school and present documentation showing they live with AND have custody of the student.

Name: (if changing, please enter Last Name, First Name)

[Redacted Name]

Relationship to Student:

[Redacted Relationship]

Home Phone #:

[Redacted Home Phone #]

Work Phone #:

[Redacted Work Phone #]

Email Address:

jabad01@gmail.com

Cell Phone #:

[Redacted Cell Phone #]

HCPS will begin using text messaging as a method for communications. Do you wish to use your cell phone for text messaging?

Y N

* If you authorize HCPS to send SMS/Text Messages to the cell phone number provided above, charges may result from your carrier. HCPS will not reimburse you for these charges.

Is your preferred language English?

[Redacted Language]

SECTION 5

Contact 2 - Must live with student or have physical or legal custody

NOTE: If contact person 2 has changed for a student, the contact must come to the school and present documentation showing they live with OR have custody of the student.

Name: (If changing, please enter Last Name, First Name)

[Redacted]

Relationship to Student:

[Redacted]

Home Phone #:

[Redacted]

Work Phone #:

[Redacted]

Second Contact Email Address:

aprilabad2@gmail.com

Cell Phone #:

[Redacted]

HCPS will begin using text messaging as a method for communications. Do you wish to use your cell phone for text messaging?

Y N

* If you authorize HCPS to send SMS/Text Messages to the cell phone number provided above, charges may result from your carrier. HCPS will not reimburse you for these charges.

SECTION 6

Emergency Contact 1

Name: (If changing, please enter Last Name, First Name)

[Redacted]

Relationship to Student:

[Redacted]

Home Phone #:

[Redacted]

Work Phone #:

[Redacted]

Emergency Contact 2

Name: (If changing, please enter Last Name, First Name)

[Redacted]

Relationship to Student:

[Redacted]

Home Phone #:

[Redacted]

Work Phone #:

[Redacted]

Emergency Contact 3

Name: (If changing, please enter Last Name, First Name)

[Redacted]

[Redacted]

