ADDENDUM

Department of Financial Services

FAIRFAX COUNTY
PUBLIC SCHOOLS

Office of Procurement Services
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Falls Church, Virginia 22042-1203
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October 25, 2014

ADDENDUM NO.1

TO:	ALL PROSPECTIVE OFFERORS
REFERENCE:	RFP2000000877
FOR:	Enterprise eCommerce System
CLOSING DATE/TIME:	November 14, 2013 / 2:00 p.m.

The referenced Request for Proposal is amended as follows:

1. The attached Virginia State Corporation Commission Corporation (SCC) Registration Form is added to Appendix B as a required submission.

Questions received from potential Offerors are addressed:

1 Some of our developers and support staff are off-shore, this is to keep cost down to the client. Only 30% of our resources are off-shore and will never interface with FCPS. Is FCPS open to us utilizing these resources we have on staff.
Contract award is contingent on the vendor executing the FCPS confidentiality agreement, which would apply to any vendor employee, regardless of location. FCPS is open to utilizing off-shore resources IF the resources are <u>direct</u> employees and not sub-contractors.

2 Special Provisions paragraph 5.1 requires 5 years of experience with K-12 eCommerce solutions. An eCommerce system that exist or is going to be customized doesn't necessarily need to have been utilized in business practices to K-12 school districts to be anymore or any less compliant. Is there any thought to removing or modifying this requirement?
No, FCPS will not remove this requirement. However, FCPS will consider experience with federal, state and local governments as well experience with universities.

3 Special Provisions paragraph 5.2 requires the offeror be able to demonstrate three (3) existing web-based eCommerce solutions that the offeror has developed and that has been integrated with ERP systems such as Great Plains, and SAP. Are Great Plains and SAP just examples and not the requirement?
Great Plains and SAP are given as examples of acceptable ERP systems.

4 Special Provisions paragraph 5.3 requires the offeror to provide a minimum of three (3) references from a County and School District of similar size Is FCPS narrowing this down to vendors with past performance with County and School Districts?
FCPS will consider experience with federal, state and local governments as well experience with universities.

5 Is there an incumbent who currently manages FCPS' eCommerce?
FCPS does not currently have a centrally managed eCommerce solution.

6 Did FCPS use an outside company to build the requirements and analysis?
FCPS did not use an outside company to build the requirements and analysis.

7 Is there a small business participation percentage required in this bid?
FCPS does not have a requirement for small business percentage participation.

8 How many locations will require access to the POS solution and what are the minimum functional requirements of the required POS solution?
FCPS will require a Point of Sale solution that is accessible from approximately 200 school locations and multiple departments.

9 Does the county prefer an on premise solution or SaaS hosted implementation at secure network operations facility?
The county does not have a preference for an on premise or a SaaS solution. Vendors may propose just a SaaS solution.

10 Paragraph 1.3: Is there a desired timeframe for the implementation of these additional phases?
FCPS would like interested offerors to recommend a timeframe based on experience with similar implementations.

11 Paragraph 1.4.4 requests an "Interface with student information systems for creation of student and parent accounts." Is it expected that the proposed solution would use existing login credentials already created by FCPS?
Creation and authentication are two different things. FCPS has an identity and access management system (LDAP/SAML based) for students and staff, but not parents. FCPS plans to include parents in this system at some point in the future.

12 Special Provisions Paragraph 1.4.7 requests "Point of Sale functionality at multiple locations." Is this hardware or virtual terminal?
Point of Sale functionality may include either hardware or virtual terminal.

13 Special Provisions Paragraph 4.1: Please provide a list of all current merchant accounts for credit card payments at FCPS and describe their integration with other applications.

Adult Education course registration. Conversion of these processes may be considered in future phases.

14 Special Provisions paragraph 5.2 and 5.3: Please elaborate on what is meant by "three (3) existing web-based eCommerce solutions that the offeror has developed." Are you asking for three distinct instances where the proposed solution was integrated with ERP and transactional systems, or three separate solutions?
FCPS is requesting three examples of implementations similar to the proposed solution for three different clients.

15 Special Provisions Paragraph 6.7.3: Please provide an example list of the desired "nested" accounts with in the Master Account.
FCPS would like to utilize one central merchant account with sub accounts for all the schools and departments "nested" underneath.

16 Special Provisions Paragraph 20.5 indicates that the assessment of the response to Paragraph 30.1, Formal Evaluation and Quality Control Procedures is one of the criterion for proposal evaluation. Where would FCPS like for offerors to include this response in their proposals?
Please include this response regarding Formal Evaluation and Quality Control Procedures in section 7.3 Security and Auditing.

17 Should the forms provided in Appendix B be included in the Cost Proposal, in addition to the Pricing Schedule, or should those forms go in the Technical Proposal in Tab 14 – Appendices?
The forms in Appendix B should be included in the Cost Proposal and not in the Technical Proposal. Pricing information should not be included in the Technical Proposal.

18 Can we submit Fairfax County experience as a reference to meet the pre-qualifications as defined in section 5.4?
Yes.

19 Would FCPS consider using an existing contract with a public entity?
FCPS would consider only a long term contract with a similar scope of work on a cooperative basis.

20 Can Fairfax schools please share if students at any level receive an ID card and what that ID card can do (i.e. just identification, or used for library, food purchases, etc.).?
FCPS students do not currently receive an ID card.

21 How do they get to the site? Link for each school? Central page with links from there?
FCPS would like a central page with links as well as links for each school. Certain departments would be added in subsequent phases.

22 Do they see special items or highlighted items on the front page?

FCPS would like the ability to highlight specific and/or special items on the front page.

23 Do they need to login to see certain items or only login at checkout?
FCPS users would need to log in to see certain items. For example, student specific items.

24 Are there certain aspects of the item they see? Name, Description, Multiple images?
Name and description will be required. Additional specific attributes may also be defined. Image(s) should be provided with the ability to zoom.

25 Do they see advertisements/graphics? Announcements? Twitter of Facebook feeds?
FCPS would like the ability to highlight specific and/or special items, these could include; graphics and/or advertisements for FCPS events or merchandise, and could include FCPS Twitter and Facebook feeds.

26 When signing up for a field trip is there a need to enter any data? Is there a need to agree to a consent form?
Additional data may be required. For example special student needs or ability for parent/guardian to volunteer and attend. The ability to indicate consent for the trip – if logged in as parent – should be available.

27 Does the parent enter a student ID number to link the purchase or is that automated based on login?
FCPS will consider both options.

28 What should be brought to the school to pick up the items? Printed or electronic receipt? Photo ID?
Printed or electronic receipts would be required for item pick-up. In some instances the requirement to provide a photo ID or other validation may be desirable or required.

29 What permission levels are required? Add items? Change Prices? Run reports? Change Web content?
Administrators at the central level should be able to do all of the above. At the school level, administrators should have change, edit, and delete capabilities for only their own school items.

30 Is it necessary to add items with various attributes and track inventory? i.e. Small Green Shirt, Medium Green Shirt.
Yes, FCPS administrators would need the ability to add items with various attributes and verify inventory. The system should track item availability and prevent over sale.

31 If it is necessary to collect data for trips or activities, is the same information required each time or would each event need separate data?

FCPS will specify required data depending on the type of activity, trip, item or event. If trips or activities are repeated for example, multiple show times for the same drama production, administrators should have the ability to create a repeating event.

32 Is it required to be able to add items ahead of time for sale at a later date?
The administrator role should allow the creation and population of events and/or items for a later display and sale date.

33 Are there items that have purchase by dates?
Yes, the administrator should be able to indicate a purchase by date.

34 What documents indicate someone has picked up their order?
Schools staff will track order pick-up and endorse receipts.

35 What are the "other forms of electronic currency"? Campus Card, PayPal, Amazon account.
At this time FCPS is considering ACH payments and credit card payments only.

36 Special Provisions Paragraph 1.4.3 referencing capabilities, What is meant by "flexibility"? Are there certain features they are looking for in a shopping cart?

Shopping cart functionality should include the ability to save, modify, print, delete and email contents. Additionally, shopping history should be saved to allow user reference and record keeping.

37 Special Provisions Paragraph 1.4.4 referencing capabilities, What student information system and what type of interface do they offer? What type of verification would be needed?
The FCPS student information system is Edupoint Educational Systems.

38 Special Provisions Paragraph 1.4.6 referencing capabilities, What are the merchant and issuing banks?
If the eCommerce provider has a preferred merchant bank service it must be approved by FCPS. If they do not have one, FCPS currently has a merchant bank service agreement in place with Bank of America.

39 Special Provisions Paragraph 1.4.7 referencing capabilities, Are you looking for physical registers? Need clarification
Point of Sale functionality may include hardware or virtual terminal solutions.

40 Special Provisions Paragraph 1.4.8 referencing capabilities, What are the systems and what type of interface? What data needs to be exchanged?

The referenced systems include Great Plains and SAP. We expect the possibility of batch or online interfaces containing the required financial data.

41 Special Provisions Paragraph 1.4.9 referencing capabilities, Do you have sample reports of the data you want on the reports?

Offerors should provide a representative sample of reports that can be easily created and/or run by users. Samples could include, inventory, sales receipts, products by category, open and closed events by date or date range.

42 Special Provisions Paragraph 6.1.1 referencing Functional Requirements, Are they looking at each school to maintain its own products in a separate database or have one database of information which is segmented based on permissions for each school/department?

Some items will be created and available centrally and others will be school specific. The desired system will have one database which is segmented based on permissions by school/department.

43 Special Provisions Paragraph 6.1.4 referencing Functional Requirements, What should we use to determine the user status? Is there a central Identity Management system that we would need to query to retrieve the status?
FCPS maintains a central identity and Authentication store for Staff and Students. There is no central identity or authentication store for parents. Data for parents currently exists in iSIS, the student information system. Verification can be thought of on at least 2 levels; verification of the association between a purchaser and a student (e.g. a parent role) and verification of purchase amount (e.g. fee waiver). FCPS does not currently have parent accounts or a "parent" verification web service. FCPS has a web service that returns a value (e.g. null, free, reduced) for a given student ID for those students whose parents have submitted an annual waiver allowing FCPS to use this information in the ecommerce situations outlined in the RFP.

44 Special Provisions Paragraph 6.1.6 referencing Functional Requirements Is this at the District level where they can modify settings from a central account?
The ability to modify settings from a central administration role should be provided.

45 Special Provisions Paragraph 6.3.7 referencing Functional Requirements, is a mechanism to indicate that the items have been picked up needed?
FCPS would be interested in option(s) and for a mechanism that would indicate items have been picked up.

46 Special Provisions Paragraph 6.4.1 referencing Functional Requirements, what does the interface do? Which way is the data flowing?

The interface from the student information system (iSIS), to the eCommerce system, would potentially supply confidential student data related to courses, clubs or athletic activities for which a fee is charged.

47 Special Provisions Paragraph 6.4.2 referencing Functional Requirements: Describe what the interface should do. What data is needed?
The interface should update the financial records in FCPS financial systems.

48 Special Provisions Paragraph 6.4.3 referencing Functional Requirements: What does that number look like? Numeric, Alphanumeric, length?
Account numbers are currently 6-10 numeric characters.

49 Special Provisions Paragraph 6.4.4 referencing Functional Requirements: What do each of these formats look like?
These formats would include summary and detailed reporting of transactions.

50 Special Provisions Paragraph 6.4.5 referencing Functional Requirements: Need more clarification.

When a transaction is recorded it should post the revenue in the revenue account and it should update the bank account at the same time.

51 Special Provisions Paragraph 6.7.1 referencing Functional Requirements: Which payment gateways?
FCPS does not currently have an eCommerce solution. Offerors should propose the payment gateway services.

52 Special Provisions Paragraph 7.4.1 referencing Technical Requirements: Are there specific 3rd party programs or certain types of programs?

Integration with existing FCPS 3rd party systems have not yet been defined.

53 Is there any expectation from the client on using a Front and a Back Office system?
Consult Special Provisions section 6, Functional Requirements.

54 Does FCPS have an expectation wherein a product would be bought over web and collected physically thru a Front Office system?
The goods would be purchased online and picked up at the school or department location.

55 Does FCPS have an expectation that a customer would go to the school store and purchase the item using a physcial TILL which is connected to a Front Office system?
Offerors solution should simplify purchase and payment related work done by schools and departments.

56 Is there an expectation of managing the warehouse of their stores?
Offerors solution should track inventory.

57 Is there an expectation of managing the supplier information and inventory management of the goods bought?

57 Is there an expectation of managing the supplier information and inventory management of the goods bought?
FCPS does not anticipate managing the supplier information in the eCommerce solution. However, inventory of items for sale, or the number of tickets for an event should be tracked.

58 Does FCPS expect Customer Loyalty program?
Offerors may propose a solution.

59 Is there any expectation on Promotions program?
Offerors may propose a solution.

60 What is the exact role of SAP and their GL (Great Planes) system and what is the type of integration which is expected?
SAP is the financial system used for management of appropriated funds. Great Plains is the system used for management of Local School Activity Funds.

61 What is the FCPS Student Information System?
Edupoint Educational Systems.

62 Is there any expectation on Business Intelligence work (since there is a mention of Ad hoc reports)?
Offerors should propose capabilities they are able to provide.

63 Is there an expectation to host the app on CITI environment?
Offerors may propose an on premise (FCPS) and/or SaaS solution.

64 What type of remote management and administration features are required?
FCPS expects be able to manage and administer the application remotely.

65 How many visits you are expecting per day?
FCPS student population is approximately 185,000.

66 How many users/students are going to be registered with the application?
FCPS student population is approximately 185,000.

67 Can you please tell us how much physical data (database) is expected overtime?
FCPS student population is approximately 185,000 in approximately 200 schools and centers. Offerors should derive the amount of data with respect to the proposed solution.

68 Which payment gateway is being focusing on? Will there be single or more than one (Fallback)?
FCPS currently uses Govolution, PayPal(Verisign) and Authorize net. FCPS has not specified a mandatory gateway. The vendor may propose options.

69 What are all the payment modes you would be willing to provide to the users?
Currently, FCPS is considering credit card and ACH payment modes. Vendors may propose additional modes.

70 What all credit card types you will be offering in case of Credit Card Payment?
FCPS anticipates accepting major credit cards. Vendors may propose specific credit cards.

71 What all credit card types you will be offering in case of Credit Card Payment?
FCPS anticipates accepting major credit cards. Vendors may propose specific credit cards.

72 How many types of users are going to use the system and what kind of roles for both frontend & backend?
Consult Special Provisions section 6, Functional Requirements.

73 What level of user tracking you are looking for?
Detailed and aggregate level of tracking should be possible.

74 Which 3rd party program (API/WebServices) it is expected to be implemented with the system?
The RFP outlines the mandatory integration points, integration with existing FCPS 3rd party systems have not yet been defined, Please provide an overview of the ecommerce systems integration capabilities, e.g. APIs, toolkits, web services, data export/imports, Database access, etc.

75 Which kind of product/service it will offer to purchase?
Consult Special Provisions section 6, Functional Requirements.

All other terms and conditions remain unchanged.

Michelle Harlman
PURCHASING SUPERVISOR, CPPB

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT REQUEST FOR PROPOSAL:

_____
Name of Firm

_____ _____
(Signature) (Date)

TWO SIGNED COPIES MUST BE RETURNED PRIOR TO DATE/TIME OF CLOSING OR MUST ACCOMPANY OFFEROR'S PROPOSAL.

Note: SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL PROPOSAL DOCUMENT. THE ORIGINAL PROPOSAL DOCUMENT MUST BE SIGNED.

VIRGINA STATE CORPORATION COMMISSION (SCC)
REGISTRATION INFORMATION

The bidder, offeror or contractor:

□ is a corporation or other business entity with the following SCC identification number:

_____ **-OR-**

□ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust -OR-

□ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offeror's out-of-state location) **-OR-**

□ is an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

Please check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number once issued (Fairfax County reserves the right to determine in its sole discretion whether to allow such waiver): □