

Savannah-Chatham County Public School System
Electronic Teacher Contract Management Software
Vendor Profile

Item	Criterion	Vendor General Information	Vendor Response
1	Vendor Name & Corporate Address		
2	State of Incorporation		
3	Product/Application Name and Version		
4	Local Sales Office Address		
5	Sales Associate Name, Address, Phone and email		
6	Years in Business – overall		
7	Does your company have a parent company? If so, what is it and how long has this relationship existed?		
8	Number of employees. Are you currently expanding or decreasing your workforce?		
9	Number of Employees in this Product Development		
10	Number of Employees in this Product Support		
11	Number of Employees in this Product Implementation		
12	Number of Employees in this Product Training		
13	Location and hours of Support Office(s)		
14	Has your company been involved in any acquisitions or mergers in the last three (3) years?		
15	Is your company for sale or currently involved in any transactions to expand or become acquired?		
16	Has anyone brought legal action against you in the last three (3) years? If so, what is the status or was the outcome?		
17	Recent Certifications or Awards		
18	Are you profitable? If not currently profitable, when do you project becoming profitable?		
19	Individual(s) who have the authority to negotiate and approve any final contract or agreement on behalf of your company.		
20	Industries/Business Lines Supported		
21	Total number of customers. Number breakdown of customers by industry and employee size.		
22	Number of fully implemented systems		
23	Number of your customers in K-12 education that are currently using the product(s) that you are proposing to our entity.		
24	How many new customers have acquired the proposed system? This year? Last year?		
25	The number of customers that have ceased using your software in the past three years. Why do these former customers no longer use the software?		
26	Experience with organizations with our number of employees, system users, student population, etc.		
27	When was the software first developed?		
28	When was the last major release or upgrade		

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29	When is the next major software upgrade planned?	
30	Briefly, what will be new?	
31	a. Briefly describe your release process. b. How frequently do customers receive major and minor releases? c. Is there a cost associated with releases or upgrades?	
32	If a new release requires the client to incur significant integration costs or significant costs in replacing hardware or software, how long to you support previous release versions?	
33	Are there any plans to update the system's architecture? Do you expect or require the client to upgrade to the newer system software and/or hardware? If so, what would be the transition plan?	
34	Describe how the software license price is calculated?	
35	What are you deployment options? Example: local host or SAAS/ASP	
36	What is your software warranty period and what is covered?	
37	Define all Service Level Agreements (SLAs) included in the maintenance contract.	
38	Will your company guarantee in the contract that the software will comply with all published current and future federal and state regulation? Describe any non-compliance issues.	
39	Provide sample copies of maintenance and support agreements/contracts.	
40	What is the overall vision of the functional capabilities of product for the next five years?	
41	Describe your vision for technology and system architecture over the next five years. How does this support the functional product vision?	
42	a. Describe how your product's architecture will scale to support growth. b. How large can the database become before response time or system degradation is realized? c. How many users can be simultaneously accessing the system before impacting system performance? d. How often do you benchmark this information?	
43	If you maintain a support website, describe its function and contents and provide the domain name.	
44	What level of support do you offer for third party tools required or recommended for use with your software?	
45	Describe your process to prioritize bugs and deliver fixes to customers. How frequently do customers receive urgent bug fixes or patches?	
46	Implementation – Methodology a. Briefly describe your implementation methodology. b. Define the implementation resources and roles required, both from your organization and ours. c. Provide sample implementation plan.	
47	Implementation – Time to Benefit	

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	a. On average, what is the time required to bring a system live, based on the requirements and size of our organization? b. Have you done phased implementation?	
48	For Integrated and User Acceptance Testing, do you provide templates or test scripts?	
49	Provide a description of your training program. Provide sample training agendas and training manuals.	
50	What is the typical number and type of client staff resources needed to maintain the system after implementation?	
51	Provide a description and samples of reference and technical documentation provided with the application.	
52	Value-added features – Detail any non-chargeable items provided by the vendor to further enhance the application.	