REQUEST FOR INFORMATION (RFI) 14-457

SCHOOL NUTRITION PROGRAM
ADMINISTRATION SOFTWARE AND SUPPORT

SUBMISSION DEADLINE -  2:00 PM, Tuesday, May 7, 2013
RESPONSES MUST BE RECEIVED IN THE CENTRAL PURCHASING OFFICE:
DeKalb County School District
Purchasing/Finance Department
1701 Mountain Industrial Boulevard
Stone Mountain, Georgia 30083 - 1027

PUBLIC ACKNOWLEDGMENT -  2:00 PM, Wednesday, May 8, 2013
DeKalb County School District
Finance Conference Room
1701 Mountain Industrial Boulevard
Stone Mountain, Georgia 30083-1027

RFI Contact Persons are:
Carla L. Smith at carla_l_smith@fc.dekalb.k12.ga.us and 678.676.0120
Phyllis D. Jones at jonesp@fc.dekalb.k12.ga.us and 678.676.0285

THE PERSON SIGNING THIS RFI MUST BE LEGALLY AUTHORIZED TO BIND THE COMPANY.

THE SCHOOL CANNOT LIVE APART FROM THE COMMUNITY
SECTION I
BACKGROUND AND SUBMITTAL INFORMATION

A. OBJECTIVES

The DeKalb County School DCSD (DCSD) is seeking information from highly qualified and capable firms and individuals with experience and expertise in providing School Nutrition Program Administration Software and Support to clients comparable to DCSD or other K-12 school districts.

The purpose of this Request for Information (RFI) is to reach out to offerors in order to receive the most current and relevant marketplace intelligence and information as it relates to School Nutrition Program Administration Software and Support.

Submissions will be reviewed for responsiveness to the Scope of Information contained herein.

B. GENERAL INFORMATION

DCSD is a metropolitan Atlanta public school system organized and existing under the Constitution and laws of the State of Georgia. DCSD is located in the second largest county in Georgia. DeKalb County is one of the most culturally diverse counties in the nation. DCSD has a student enrollment of approximately 99,000 students in pre-kindergarten through grade 12. With 141 schools and centers, DCSD educates the third largest pre-kindergarten through grade 12 student population in the State of Georgia. DCSD is the second largest employer in DeKalb County with over 15,000 full and part time employees.

DCSD is dedicated to giving every student the best possible education through an intensive core curriculum and specialized, challenging instructional and career programs. DCSD is striving to become the premier K-12 school system of choice and is constantly improving and refining instruction and management to make it as effective, productive, and economical as possible.

DCSD includes approximately:

- 78 Elementary Schools
- 19 Middle Schools
- 24 High Schools
- 11 Specialized Learning Centers
- 4 Administrative Centers
- 5 Athletic Stadiums

Currently, DCSD has 95 Title I schools. DCSD’s wide-area network connects instruction and administration sites to deliver technology and learning tools to every child. The main administrative offices are located at 1701 Mountain Industrial Boulevard, Stone Mountain, Georgia 30083. DCSD is governed by a nine-member Board of Education.

PROPOSAL SUBMISSION DEADLINE

Proposals in response to this RFI shall be received at the address stated below, no later than 2:00 pm, Tuesday, May 7, 2013.
C. PUBLIC PROPOSAL ACKNOWLEDGMENT

Proposals in response to this RFI will be publicly acknowledged on Wednesday, May 8, 2013 at 2:00 pm, at the address stated below:

DeKalb County School District  
Administrative and Instructional Complex  
Finance Conference Room  
1701 Mountain Industrial Boulevard  
Stone Mountain, Georgia 30083 - 1027.

Offerors attending the public proposal acknowledgement must register, upon arrival, at the front desk on the First Floor of the DCSD Administrative and Instructional Complex, 1701 Mountain Industrial Boulevard, Stone Mountain, Georgia 30083 -1027.

D. FORMAT AND SUBMISSION OF PROPOSALS

The format requirements for RFI responses are designed to ensure uniformity in the responses provide the information necessary to understand each offeror’s proposal, and facilitate an efficient and comprehensive evaluation of all responses. Responses must comply with the specifications and detailed instructions stated in this RFI document, be signed by the certifying company official, and be presented to the DCSD Purchasing Department according to the detailed instructions stated in this document.

● Proposals must be presented in a three-ring binder with tabs separating the required sections. All attachments must be identified properly for easy recognition and association. **Each page of the response must be numbered, and the offeror’s company name must appear in the lower right-hand corner of each page.**

● Each response must contain a detailed Table of Contents and must be organized in the same order as the requirements are outlined in this RFI document. Each separate bullet point must be addressed individually. A response that does not adhere to a “point-by-point” format may be disqualified.

● Responses shall be organized simply and economically. Emphasis must be placed on completeness and clarity. Responses that do not include all required information may be disqualified.

● RFI responses must be submitted in a sealed container plainly addressed as shown below. Containers not properly labeled as shown below will not be opened or considered.

Offerors are required to submit **one (1) original and three (3) duplicate copies of the response.** Three (3) duplicate copies are required to be submitted with the original in a sealed package. It is
recommended that copies be made after the original is complete and fully executed (signed and initialed) by the offeror’s authorized representative.

Submit all responses to:
Carla L. Smith, Assistant Director of Finance/Purchasing
Purchasing Department
DeKalb County School District
1701 Mountain Industrial Boulevard
Stone Mountain, Georgia 30083 -1027

RFI responses will not be accepted at any other DCSD location.

E. DELIVERY AND RECEIPT OF SEALED RFI RESPONSES

Sealed responses must be received by the DCSD Purchasing Department by the deadline stated in this request for information.

Sealed responses shall be received in the Purchasing Department between the hours of 8:30 AM and 4:30 PM only, Monday through Friday, excluding DCSD holidays, furlough days, and inclement weather closings.

Responders to this RFI who are submitting a sealed response in person to the Purchasing Department must have the response stamped and dated by a Purchasing Department representative. Responders leaving a sealed response with a Purchasing Department representative may request a receipt for the sealed response. Sealed responses must be placed in the care of a Purchasing Department representative.

Solicitation responses shall be correctly addressed. DCSD is not responsible for misdirected or undelivered mail. Responses received by facsimile or email will not be accepted.

Sealed solicitation containers (boxes, envelopes, other) shall be labeled with proper identification labels for each specific solicitation are available by choosing Attachment 1 at http://www.dekalb.k12.ga.us/administration/purchasing/solicitations/.

SEATED RFI RESPONSE IDENTIFICATION LABEL:
Label must appear in the lower LEFT corner of your sealed RFI response container.

(SEASED RFI RESPONSE)
RFI Number: RFI 14-457
RFI Name: School Nutrition Program Administration Software and Support
RFI Due Date: May 7, 2013, 2:00 PM
Company Name:

______________________________

Company Mailing Address:

______________________________

Contact Person Name:

______________________________

Contact Telephone No.: (______)__________________________

COMPANY NAME/CERTIFYING OFFICIAL SIGNATURE

(SEASED PROPOSAL RESPONSE)
DeKalb County School District
Purchasing Department
1701 Mountain Industrial Blvd.
Stone Mountain, GA 30083 -1027
ATTN: Carla L. Smith
F. PROCUREMENT PROCESS

The information gained from submissions to this Request for Information and information gained from various other sources will be used to support a plan that best suits the needs of DCSD and which is in compliance with DCSD Board Policy DJE for Purchasing.

G. ADDENDA

It is the responsibility of offerors to frequently check for any addenda, questions, and answers posted on the Purchasing Bulletin Board on the DCSD website. Failure on the part of offerors to make themselves aware of and comply with addenda requirements will not relieve them of this obligation. All posted addenda must be printed, signed by the offeror, and included in the offeror’s RFI submission. Click on the following link to the Purchasing Bulletin Board:

http://www.dekalb.k12.ga.us/administration/purchasing/solicitations

H. PRE-SUBMISSION CONFERENCE

This RFI process does NOT include a pre-submission conference. However, the question and answer protocol listed below is intended to provide clarification to issues not understood by offerors.

I. RESPONSE CONTACT PERSONS

The assigned contact persons for offerors, are Carla L. Smith, Assistant Director of Finance/Purchasing and Phyllis Jones, Associate Buyer for the Department of Purchasing. Ms. Smith can be reached at 678.676.0279 or by email to carla_l_smith@fc.dekalb.k12.ga.us. Ms. Jones can be reached at 678.676.0285 or by email to jonesp@fc.dekalb.k12.ga.us.

J. PROHIBITED CONTACTS

Except with the consent of the RFI contact persons, all offerors, including any persons affiliated with or in any way related to the offeror, are strictly prohibited from contacting DeKalb County Board of Education members and DCSD employees or consultants on any matter having to do in any aspect with this RFI, other than as provided herein. Any and all contacts with such persons associated with DCSD shall be in writing, in appropriate circumstances or cases, as directed by the contact person.

K. QUESTIONS AND ANSWERS

It is intended that this RFI be adequate for any offeror to respond to DCSD’s requirements. However, should offerors have questions, all questions shall be submitted electronically to: Carla L. Smith at carla_l_smith@fc.dekalb.k12.ga.us and Phyllis D. Jones at jonesp@fc.dekalb.k12.ga.us. The deadline to submit questions is Monday, April 15, 2013 at Noon. Questions received after the deadline will not be considered. All questions received by Noon, Monday, April 15, 2013, shall be answered in writing and both the questions and answers will be posted to the following website on or before Friday, April 19, 2013 at 4:30pm.

http://www.dekalb.k12.ga.us/administration/purchasing/solicitations
SECTION II
GENERAL REQUIREMENTS

A. TIME IS OF THE ESSENCE.

B. COMPLIANCE WITH REQUIREMENTS

Offeror must indicate below whether or not their information is in complete compliance with the stated requirements. If there are any deviations from these requirements, offeror must indicate in writing what the exact deviations are and what actual services will be provided. Attach and label additional sheets if necessary.

___ Information is in complete compliance with requirements.
___ Information deviates from requested requirements as follows:

__________________________________________________________________________________
__________________________________________________________________________________

C. RIGHTS RESERVED

DCSD reserves the right to accept or reject any and/or all parts of this request for information received and/or to reject all submitted information. DCSD reserves the right to waive any technicalities or minor irregularities in responses received.

D. NO OBLIGATION / NO AWARD GUARANTEED / COST TO PROPOSE

This is a request for information and as such will not result in contract award. Submissions will be reviewed for responsiveness to the requested Scope of Information contained herein. Information received may be used with other information being gathered to award a professional services contract(s) or to develop a Request for Proposals. No obligation or commitment is incurred by DCSD from the receipt of any response, marketing materials, or presentations. Any/all costs incurred by the offeror in preparation and submission of this response are the sole responsibility of the offeror. Expenses incurred by the offeror will be not reimbursed by DCSD or become a reason for contracting with the offeror.

Offeror must sign below acknowledging the above statement:

Signature: _____________________________________

E. GEORGIA OPEN RECORDS ACT

All responses submitted in response to DCSD solicitations may be subject to the Georgia Open Records Act, which permits any member of the public to inspect and/or copy documents prepared and maintained or received in the course of the operation of the public office or agency.
F. LAWS OF THE STATE OF GEORGIA
This RFI is subject to the laws of the State of Georgia.

G. ADDITIONAL TERMS
DCSD shall not be bound by additional terms and conditions and/or extraneous language added to this document by offerors.

H. NO OBLIGATION / NO ORDERS GUARANTEED
This Request for Information does not commit DCSD to any offeror to this RFI. DCSD is not liable for any costs incurred by an offeror in preparing and/or submitting a response to this RFI or for any developmental/operations efforts on the part of the offeror in satisfying this RFI. Any and all costs incurred by the offerors in association with submitting a response to this RFI shall be the sole responsibility of the offeror and shall not be reimbursed by DCSD.

I. NEWS RELEASE
Any news release or publicity pertaining to any phase of this project must be cleared through the DCSD Chief of Staff.

J. NON-DISCRIMINATION
DCSD does not discriminate on the basis of race, color, religion, sex, national origin, age, or disability in any of its employment practices, education programs, services or activities.

DCSD supports an open, fair, and impartial free-market system which maximizes competition and seeks to include all responsible businesses and to provide ample opportunities for business growth and development. Minority businesses are encouraged and given the opportunity to bid on various projects; however, all responses will be evaluated on the same criteria. It is not the intention or desire of DCSD to restrict or impede competition, nor to increase the cost of the work.

K. COSTS INCURRED
DCSD is not liable for any costs incurred by any Offeror in preparing and/or submitting a response to this RFI or for any interview if requested. Any and all costs incurred by the Offeror in preparing and/or submitting a response to this RFI shall be the sole responsibility of the Offeror and shall not be reimbursed by DCSD. This RFI is the first step in a two stage procurement process. The information gained from submissions to this Request for Information and information gained from various other sources will be used to support the execution of (a) professional services award(s) which best suits the needs of DCSD and which is in compliance with DCSD Board Policy DJE for Purchasing.

L. PERMITS AND APPLICABLE LAWS
Offerors shall itemize all permits, licenses, and certifications which would evidence compliance with all applicable local, state, and federal laws, ordinances, rules, and regulations related to School Nutrition Program Administration Software and Support.
M. INFRINGEMENT

Offerors shall fully indemnify DCSD against any claims of infringement of any patent, copyright, trade secret, trademark, or other intellectual property rights related to the Offeror’s submission to this RFI.

N. OWNERSHIP RIGHTS

DCSD shall retain ownership rights to the contents of all documents, supporting literature, and data submitted by Offerors to this RFI.

O. CONFLICT OF INTEREST

Offerors must disclose with their response the name of any officer, director, or agent who also is a DCSD employee or Board of Education member. Offerors must disclose the name of any DCSD employee or Board of Education member who owns, directly or indirectly, an interest position of five percent or more in the Offeror’s company or any of its branches. Offerors shall certify that their response to this RFI is impartial, at arms-length, and free of any conflict of interest, unfair advantage, or personal benefit to any DCSD official.

P. CONFIDENTIALITY AND NON-DISCLOSURE

Information made available to offerors by DCSD shall be used only for purposes related to responding to this RFI and shall not be used for any other purpose without the express written permission of DCSD.

Offerors to this RFI unequivocally agree to assume responsibility for protecting and safeguarding the confidentiality of DCSD records that are not public information. Such information may include, but is not limited to, student and human resource file contents.
SECTION III
SCOPES OF INFORMATION SOUGHT

A. PURPOSE / PROJECT OVERVIEW

The purpose of this Request for Information (RFI) is to reach out to highly qualified offerors with experience and expertise in providing School Nutrition Program Administration Software and Support. The DeKalb County School District (DCSD) desires to receive the most current and relevant marketplace intelligence and information as it relates to School Nutrition Program Administration Software and Support in school districts similar to DCSD or other K-12 school districts.

Submissions will be reviewed for responsiveness to the Scope of Information contained herein.

DCSD desires marketplace intelligence and information regarding school nutrition program administration software and support that provides innovative, state-of-the-art services. Software must seamlessly integrate with existing processes, provide the latest technologies, and deliver maximum process automation and program administration capabilities.

Information shall be provided that pertains to software suitable for use district-wide in the DCSD School Nutrition program. It is the intent of DCSD to issue a RFI for the procurement of school nutrition program administration software and support that will efficiently and effectively handle DCSD’s school nutrition program administration requirements.

B. SCOPE OF INFORMATION REQUESTED

The topics listed below are of considerable interest to DCSD. Please provide an informative discussion of each topic below. You are encouraged to be specific and detailed in your responses to each of the informational topics listed below. Answer all questions in detail.

<table>
<thead>
<tr>
<th>I. VENDOR OVERVIEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide your business solutions, background information, history, mission, business partners, core business solutions and services offered, organizational structure, number of employees, and operation locations.</td>
</tr>
<tr>
<td>2. Provide three (3) references from other large school systems with student enrollment of at least 99,000 students.</td>
</tr>
<tr>
<td>3. Describe your experience in implementing K-12 school nutrition software solutions. Detail how the vendor will partner with other vendors to provide a complete solution.</td>
</tr>
</tbody>
</table>
4. State how the modules of your solution contribute to achieve increased productivity, efficient delivery, inventory management, and cost effectiveness in School Nutrition Program(s). Refer to - Section II, page 2 – School Nutrition Technology Modules.

## II. SCHOOL NUTRITION TECHNOLOGY MODULES

Describe the functionality and extensive reporting requirements and capabilities of each of the following modules. Identify any unique or innovative features of the proposed solutions. Indicate whether the solution provided is compatible with the State of Georgia electronic reporting system. Examples of each modules are provided below:

<table>
<thead>
<tr>
<th>Module</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Front of the House Module</strong></td>
<td>Software designed to unify customer information and point of service/meal accountability, on-line prepayment system and free and reduced application scanning.</td>
</tr>
<tr>
<td><strong>2. Back of the House Module</strong></td>
<td>Software designed to manage cost, meal accountability and production, procurement and bid analysis, perpetual inventory, meal pattern requirements, nutrient analysis, product recalls, food safety, allergens, hazardous analysis critical control points and commodity management.</td>
</tr>
<tr>
<td><strong>3. Free and Reduced Application Processing Front of the House Module</strong></td>
<td>Reports, rosters, application entry and maintenance, verification sampling, customer notification letters, and Direct Certification file import with state database.</td>
</tr>
<tr>
<td><strong>4. Special Programs Module</strong></td>
<td>Point of Sale After School Snack Program Service, Summer Food Programs, Vending, and Satellite Programs.</td>
</tr>
<tr>
<td><strong>5. Business Office Module</strong></td>
<td>Budget, payroll, check recovery, staffing, accounts payable/receivable, indirect cost, financial reporting and integration of technology and business process.</td>
</tr>
<tr>
<td><strong>6. Key Performance Indicator Module</strong></td>
<td>Benchmarks, profit and loss, cost control, expense, productivity, food cost, labor cost and total revenue and expenditures.</td>
</tr>
<tr>
<td><strong>7. Facilities and Equipment Module</strong></td>
<td>Kitchen Equipment warranties, depreciation tracking, and operation maintenance scheduling and material, maintenance management.</td>
</tr>
<tr>
<td><strong>8. Warehouse and Distribution</strong></td>
<td>Capability of monitoring warehouse requisitions, inventory, deliveries, procurement, bid analysis, vehicle inspections, and truck routing.</td>
</tr>
<tr>
<td><strong>9. Personnel Module</strong></td>
<td>Time and attendance tracking by biometric fingerprint or palm scans, comprehensive labor reporting, state training and education licensure tracking, staffing allocation by school, and interface capability with payroll system.</td>
</tr>
<tr>
<td><strong>10. Catering Module</strong></td>
<td>Menu planner and the ability to generate catering cost and invoices.</td>
</tr>
</tbody>
</table>
11. **Education and Communication Module** – Software designed to develop menu and nutritional information, signage designed to target students, parents, teachers, administration and the community.

12. **Additional Modules** – Please provide additional modules as needed with the proposed software not included in the RFI.

### III. CUSTOMIZATION

1. Does your system provide customized upgrades to meet School Nutrition regulatory requirements?

2. What is your solution’s ability to interface with other software, exchange data, and achieve optimum levels of performance? Are additional applications required?

3. What is your solution’s ability to interface with other vendors? Please provide a list of vendors and any customization that resulted in using a second party vendor.

4. Describe any customizations designed for other large K-12 school districts.

### IV. HARDWARE AND SOFTWARE

1. Describe your approach to leading DSCD in the transition from an existing nutrition system to the proposed nutrition system. Describe the unique or innovative approaches the vendor will utilize to support DCSD’s transition to the new system. Define the life expectancy of your proposed system.

2. Describe your experience with migration of other internal systems including but not limited to Cross Pointe, Student Information System and ESIS Exchange data with other databases.

3. Provide a detail listing of hardware specifications for each solution proposed including requirements for multiple server implementations.

4. DCSD currently uses point of sales devices in all schools. What are the specifications on the proposed software package for point of sale systems? If a new company was hired can you use the point of sale devices already in place? Describe the POS models in your software package.
5. What network requirements/specifications are needed to implement your software package? How does your software interface with DCSD existing computer specifications? Can the DeKalb County School District applications co-exist with other applications on the workstation(s)?

<table>
<thead>
<tr>
<th>Component</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Base Unit</td>
<td>OptiPlex 740 Desktop, Athion X2 3600+(1.9 GHZ,512KBX2) (222-9087)</td>
</tr>
<tr>
<td>Processor</td>
<td>NTFS File System, Factory install (420-3699)</td>
</tr>
<tr>
<td>Memory</td>
<td>1GB, Non-ECC,667MHz DDR2 2X512MB,Dell OptiPlex 740 (311-6443)</td>
</tr>
<tr>
<td>Keyboard</td>
<td>Dell USB Keyboard, No Hot Keys English, Black Optiplex (310-8010)</td>
</tr>
<tr>
<td>Monitor</td>
<td>Dell E178FP,17 Inch Flat Panel17.0 Inch Viewable Image Size OptiPlex, Precision Latitude (320-5576)</td>
</tr>
<tr>
<td>Video Card</td>
<td>Intergrated NVIDIA Quadro NVS 210S Graphics, Dell OptiPlex 740 (341-3</td>
</tr>
<tr>
<td>Hard Drive</td>
<td>8DB SATA,7200 RPM Hard Driver with Data Burst Cache,Dell Desktop (341-3</td>
</tr>
<tr>
<td>Floppy Drive</td>
<td>No Floppy Drive with Optical Filler Panel, Dell OptiPlex 740Desktop</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows XP PRO SP2 with Windows Vista Business LicenseDell OptiPlex,English,Factory Install (420-6972)</td>
</tr>
<tr>
<td>Mouse</td>
<td>Dell USB 2-Button Optical Mouse withScroll,Black,OptiPlex(310-8009)</td>
</tr>
<tr>
<td>TBU</td>
<td>RoHS Compliant Lead Free Chassis and Motherboard,Dell PotiPlex</td>
</tr>
<tr>
<td>CD-ROM or DVD-ROM Drive</td>
<td>16X DVD+/RW SATA,Roxio Creator Dell Edition,Dell OptiPlex 740 Desktop or Minitower (313-4451)</td>
</tr>
<tr>
<td>Speakers</td>
<td>Dell AS501PA black Sound Bar for all Entry Flat Panel Displays, Dell OptiPlex/ Precision (313-4029)</td>
</tr>
<tr>
<td>Documentation Diskette</td>
<td>Resource CD contains Diagnostics and Drivers for Dell OptiPlex 740 (313-4558)</td>
</tr>
<tr>
<td>Factory Installed Software:</td>
<td>Energy Smart Settings,Dell OptiPlex (310-8344)</td>
</tr>
<tr>
<td>Service</td>
<td>Dell hardware Warranty Plus Onsite Service, Initial Year (985-2677)</td>
</tr>
<tr>
<td>Service</td>
<td>Type 3 Contract -Next BusinessDay Parts and Labor On-Site Response, Initial Year (980-5530)</td>
</tr>
<tr>
<td>Service</td>
<td>Dell hardware Warranty Plus Onsite Service, Extended Year (985-2678)</td>
</tr>
<tr>
<td>Service</td>
<td>Type 3 Contract -Next Business Day Parts and Labor On-Site Response, Initial 2 YRExtended (970-9362)</td>
</tr>
<tr>
<td>Installatoin</td>
<td>Standard On-Site Installation Declined (900-9987)</td>
</tr>
<tr>
<td>Misc</td>
<td>Mouse Pad (310-3559)</td>
</tr>
</tbody>
</table>

6. Provide a detail listing of software required for the proposed solution.

7. Describe the monitoring process for software performance. For example: Replication of data.

8. Are there options for regular maintenance schedules and assistance from the vendor with upgrades?

9. How often are product upgrades developed and distributed for implementation by users?
### V. LICENSURE / FEE(S)

1. **What are the software licensing requirements for the proposed system? Is there an allowance for future expansion of the license if needed? Is the license perpetual?**

2. **What is the criterion for your licensing pricing? Is it based on student head count, # of users, and/or site of the data?**

3. **Provide an estimated cost of implementation of software and hardware for (138) school and (50) Central Office workstations. Provide a breakdown of cost associated with the proposed solution.**

4. **Is there a cost for relocating computers and software/hardware?**

5. **If required, describe cost associated with system migration and customization for the proposed DSCD solution.**

6. **Provide a breakdown of cost associated with the proposed solution, including but not limited to license(s), interface(s), customization, service fees and support fees.**

### VI. TECHNICAL SUPPORT, MAINTENANCE and SECURITY

1. **Will a project manager be provided throughout the implementation process? Describe your point of contact and technical resource(s). Is support local or out of state? If out of state, what is the procedure for requesting client support?**

2. **Describe your warranty, maintenance, upgrades and updates for the proposed solution. How often are upgrades developed? Is there technical assistance required for upgrades and implementation?**

3. **Is your support agreement a separate agreement or integrated into the license agreement?**

4. **Describe your process for upgrading to meet federal regulations. For example: Describe the implementation of using current School Nutrition Federal and State regulations for the new meal pattern and nutrient analysis.**

5. **Describe your start of year and end of year technical procedures.**

6. **Describe your software security protocol. What is your procedure for adding New Users, Password Settings, Monitoring User Accounts and upgrading security? How are changes within the production environment authorized, monitored and implemented?**

7. **What is your protocol for operating during network outages?**

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COMPANY NAME/CERTIFYING OFFICIAL SIGNATURE
### VII. TRAINING

1. What type of technical training is provided with the proposed system and what are the associated costs?

2. What costs are associated with training requested beyond the scope of work?

3. Do you have “Introductory” tutorial, electronic and manual training aids and user guides developed for implementation and continued support of products?

4. What is the procedure for obtaining Advance Training and Audit preparation?


### VIII. ORAL PRESENTATION

1. DCSD will schedule an oral presentation of services within one month after submission of the Request for Information. The Vendor must demonstrate in a web base format, features outlined in the Request for Information. The presentation must be the licensed product and not a future upgraded version of the product. If the proposed RFI meets the DeKalb County School District’s criteria, will you agree to provide an oral presentation?

### IX. ADDITIONAL QUESTIONS

1. Identify three (3) factors that enable your firm to successfully serve government entities, including K-12 school districts.

2. Can your firm provide the requested services in accordance with DCSD’s needs and schedule? If not, explain why.

3. What is your approach to assisting DCSD to successfully achieve an optimum outcome of the services listed in the scope of information?
C. COMPANY PROFILE

Offerors to this Request for Information are requested and strongly encouraged to acquaint DCSD with you/your firm. Include with your RFI response as much information as possible in order to make us aware of your firm, including, but not limited to: date of establishment, mission statement, type and confirmation of company’s legal entity form, company’s organizational structure/chart, principals’ names and titles, company size in relation to industry, number of employees, company history, financial position and current and past experience on similar projects.

D. BROCHURES, CATALOGS, MANUALS, WEBSITES, LITERATURE

All offerors are encouraged to submit brochures, catalogs, manuals, website materials, industry literature, DVD’s and any other marketing and informational media which will support or enhance their submission value.
Attachment A

RFI 14-457

SCHOOL NUTRITION PROGRAM ADMINISTRATION SOFTWARE AND SUPPORT

Critical Paragraphs

Offerors must put their initials in the space provided in front of each critical paragraph and sign below. Initials signify that the information has been read and the offeror agrees to comply to the requirement, stipulations, terms and conditions. Attach and label “Critical Paragraph.”

1) ____ This RFI does not commit DCSD to any offeror to this RFI. DCSD is not liable for any costs incurred by an offeror in responding to this RFI. There is no guarantee of any offeror receiving an award or contract as a result of submitting a response to this RFI.

2) ____ Any news release or publicity pertaining to any phase of this RFI will be the responsibility of DCSD and must be cleared through the Chief of Staff of DCSD.

3) ____ It is the responsibility of offerors to make themselves aware of and to comply with any addenda, questions and answers posted to the DCSD website in relation to this RFI. All addenda must be printed, signed by the certifying official and included in the RFI submittals. Failure to do so will cause the offeror to be deemed non-responsive to the requirements of this RFI.

4) ____ Offerors certify that they have not engaged in collusion and guarantee that their response is not made in conjunction with or on behalf of another party and that they have not been directly or indirectly induced or acted in any manner to result in restriction of trade or unfair advantage.

5) ____ The DCSD reserves the right to reject any and/or all responses submitted and to waive any technicalities or minor irregularities in responses received.
Attachment B

RFI 14-457

SCHOOL NUTRITION PROGRAM ADMINISTRATION SOFTWARE AND SUPPORT

SIGNATURE PAGE

I certify that I have read this RFI document in its entirety and agree to conform to and comply with the terms, conditions and requirements of this RFI. I also certify that I am a duly appointed official of the offering company with the authority to authorize and engage this RFI submittal. Further, I certify that the contents of the response to this RFI are true, accurate and complete.

Printed Name/Engaging Authorized Company Official

Position/Title

Offeror’s Company Name

Signature/Engaging Authorized Company Official

E-mail address

Telephone Number

Fax Number

Date

COMPANY NAME/CERTIFYING OFFICIAL SIGNATURE