### **Appendix A: Vendor Questionnaire**

#### **Company Information**

1. Legal company name and year established:
2. Primary business address:
3. Website URL:
4. Primary contact for this RFP (name, title, phone, email):
5. Company ownership structure:
6. Number of employees (total and in education division):
7. Annual company revenue for the past three fiscal years:
8. Number of K-6 education clients currently using your system:
9. Has your company been involved in any litigation or contract terminations in the past five years? If yes, please explain.

#### **Product Information**

1. Product name and current version:
2. Initial release date of the product:
3. Frequency of major and minor updates:
4. Product development roadmap for the next 24 months:
5. Third-party components or dependencies in your solution:
6. Supported browsers and minimum requirements:
7. Mobile application availability (iOS/Android) and functionality:
8. What differentiates your solution from competitors?

#### **Technical Capabilities**

1. Describe your system architecture and hosting environment:
2. Explain your data backup and disaster recovery procedures:
3. Detail your approach to system security and data privacy:
4. Describe your API capabilities and documentation:
5. What integration methods does your system support?
6. Describe your system's scalability to accommodate growth:
7. Explain your approach to performance monitoring and optimization:
8. What automated testing procedures do you employ?

#### **Implementation Approach**

1. Describe your typical implementation methodology:
2. What is your approach to data migration from legacy systems?
3. What resources do you expect from our district during implementation?
4. How do you manage scope changes during implementation?
5. What is your typical timeline for a district of our size?
6. How do you ensure data integrity during migration?
7. Describe your user acceptance testing process:
8. What post-implementation review processes do you conduct?

#### **Training and Support**

1. Describe your training approach and available formats:
2. What documentation and self-help resources are available?
3. Detail your technical support structure and hours:
4. Describe your issue escalation process:
5. What is your average response time for critical issues?
6. How do you gather and incorporate customer feedback?
7. What user community resources do you offer?

#### **References**

1. Provide three K-6 education references of similar size and complexity:
2. For each reference, include: district name, contact person, role, email, phone, and project scope