**MIS Soft Market Testing Questionnaire**

Please ensure that you respond to every question.

Your questionnaire must be uploaded in PDF format.

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| **General information about the organisation/ contact** | | |
| **1** | Email Address |  |
| **2** | Organisation Name |  |
| **3** | Name of person who is the main contact for this exercise |  |
| **4** | Position in organisation |  |
| **5** | Main address for correspondence (name, email, telephone, address) |  |
| **Technical Questions** | | |
| **6** | Is your solution hosted or on-premise?   * 1. Hosted   2. On Premise   3. Available on both environments |  |
| **7** | If you do have a hosted solution, please can you provide a high level overview of the infrastructure including but not limited to where data is stored and processed, data security and backup. |  |
| **8** | Please provide an overview of how your solution will enable the council to be GDPR compliant. |  |
| **9** | Is there any requirement for locally installed client software in order to access your solution? Please give details if yes. |  |
| **10** | Can you list all IT solutions/ applications that your IT solution currently interfaces with, to include but not be limited to, payment gateways, initial assessment tools such as BKSB, funding and awarding organisations |  |
| **11** | Please provide an overview of how your solution would enable bulk communication (including at short notice) to learners such as email and text SMS. |  |
| **12** | Please describe the online enrolment and payment process and any other features your solution has to enhance the customer experience, including but not limited to customer account, waiting lists, attendance plus comment on usability and functionality. |  |
| **13** | Please describe how you approach changes to funding and legislation. |  |
| **14** | Is your solution an off the shelf system customisable by the customer. Would any specialist coding/developer knowledge be needed for this? |  |
| **15** | Please provide an overview of the SLA and support for your system |  |
| **Procurement options** | | |
| **16** | 1. Is your solution available to procure from any public sector frameworks?    1. Yes (please detail)    2. No |  |
| **17** | The council would be looking at a contract length of up to 3 years with breakpoints. Please can you outline what the contract options would be. |  |
| **18** | Please outline what Social Value initiatives you have delivered or participated in/case studies etc and what your level of Social Value commitment can be expected. |  |
| **19** | The council is continuously seeking best practice and innovation as elements of business and digital transformation. With this in mind, please provide us with your development road map for the last 3 years and what your roadmap is for the next 3 years. |  |
| **Price** | | |
| **20** | Please provide indicative pricing for the overall solution such as but not limited to:   * Hosting * Support and maintenance including fixing of errors * Training and User groups * Upload of historical data * Licences for KAE * Uploading approximately 2800 learners ( 6000 enrolments) during the year * Provision of an outward facing website for public use * Optional modules * Annual upgrades * Total cost of contract for three years * Any other cost included in overall price * Total cost of contract for three years * Any requirements that may result in further expense such as adding fields for data collection of local data and an indication of the potential cost |  |
| **Implementation** | | |
| **21** | Can you give an overview of how your company approaches implementation. Please state the number of days training provided at implementation, reference materials supplied plus the level of after service |  |
| **22** | What are the typical timescales, cost and customer dependencies for an implementation of your solution. Please comment on how you will upload all historical data provided by Kingston Adult Education into the new database. |  |
| **23** | Please specify the format the data will need to be in for this process and the time required for the process |  |
| **Operational** | | |
| **24** | Please provide an overview of your solution for online register functionality |  |
| **25** | Please provide an overview of reporting capability for in depth analysis to enable staff to easily monitor and report on: Ofsted required data, finance (funding used, income received), CRM, enrolments, learners, attendance, planned courses, spaces on courses, waiting lists, retention, performance, reviews, achievement, progression, destination, provider, ethnicity, gender, employment status, previous academic achievement, age, LDD, SSA, academic year, ward and any combination of these at all levels as well as ease of use in extraction of reports. |  |
| **26** | Please state accuracy in providing clean and timely returns to funding agencies such as the GLA and ESFA. |  |
| **27** | Please explain how the system links staffing records to courses and payments for staff. |  |
| **28** | Please comment on adjustments to ILR including bulk adjustments and how dynamic the system is for updates when ESFA/GLA rules change plus how it meets ESFA/ GLA audit requirements. |  |
| **29** | How does your system allow linking of online learner profile to Individual Learning Record that will be within the management information fields. |  |
| **30** | Please explain the ability of the system to provide different options to book an assessment. |  |
| **31** | Please explain the CRM functionality of your system. |  |
| **32** | Please explain how your system handles Individual Learning Plans (ILPs). |  |
| **33** | Please explain how your system handles progression and destination data. |  |
| **34** | Please explain links to an outward facing website (council website) to provide details of courses to learners and potential learners with intuitive search functionality. For example, learners should not have to be logged in to search for courses. |  |
| **35** | Please explain what additional support is offered during Ofsted inspections and whether there would be a cost for this. |  |