Question and Answers

1. What problems are the District trying to solve with a facilities software?
   The District is trying to find a solution to centralize and manage district facilities, assets and data; and simplify the facility rental/event scheduling process.

2. How many facility bookings are made per year?
   Hundreds of facility-use bookings are made per year. The Office of Facility Use does not have data consolidation software to track the actual number of bookings made annually. The Office of Facility Use generates a spreadsheet annually to record facility usage at each AISD campus.

3. Approximately what percentage of transactions are completed online without any assistance from staff?
   None

4. Are there any missing processes or features that are not supported by your current software?
   Not Applicable, as the District does not currently have a facility rental software.

5. Does the District have any additional or nice to have requirements for their new software (e.g. manage afterschool registrations, manage fundraising, …)?
   None

6. Does the District use forms to collect information during the facility booking process?

   Yes
   a. If yes, please describe the expected information that would be collected (e.g., waivers, insurance,)?
      Collected information might include a building use application, ACORD Certificate of Liability Insurance and proof of nonprofit status [501 (c)(3) or declaration letter.
   b. If no, does the school District seek this capability with their new software and what information would you like to collect (e.g., waivers, insurance, …)?

      N/A

7. Please list your organization top 10 KPIs.
   Provided from the AISD Strategic Plan 2015-2020 Scorecard:
   Goal 1: Increased student achievement through a strong literacy foundation for all.
   Goal 2: Ensure personal development and critical thinking skills through excellence in learning experiences.
   Goal 3: All students will graduated college-, career-, and life-ready.

8. Please list your organizations top 5 KPIs that you struggle with evaluating today.
    The District has no specific issues with the evaluation of KPIs as a Board Approved Strategic Plan mandates evaluation procedures.

9. Could you provide the approximate number of administrator software users, front desk software users, and other types of software users? Please provide the amount for the entire the District and the average for each school.
    Across the District, there are 5,533 Classroom teachers and 1,711 Administrators and Staff. Each of these individuals access and utilize software daily in various ways depending on their role at the District.

10. Based on your answer to question 9, approximately how many of these software users require training?
    The District would first focus on the training of the technology staff and other administrators are the central office, especially those involved directly with facility management and rentals. Through the phased adoption of this software, the District would ensure that virtual training is provided at each school campus and other facilities.

11. Does the District want onsite and/or virtual training options?
    The District would like onsite and virtual training options.

12. Does the District want a train-the-trainer program, have a super user on staff that will receive super user training (superusers will train other staff members going forward), or multiple training options to choose from?
    The District is interested in assigned a few staff members to be superusers.

13. Is everyone open to the change?
    The District, collectively, is open to the change.

14. Section 7.e. mentions "Data Consulting", do you have a specific number of records you would like to import to the new solution if chosen to do so?
    The District does not have a specific number of records to import in the new solution.
    a. If yes, how many clients need to be imported? N/A
    b. If yes, what information do you need in the new system (contact information, purchase history, etc.) N/A
    c.
15. Please outline all hardware models currently being used and their current level of integration with your current software. Please outline if this level of integration is sufficient or if a deeper integration is required.
    Not Applicable, as the District does not currently have a facility rental software.

16. Please provide an overview of all peripheral software including version number used by the organizations and current level of integration – examples include software to manage any aspects of your POS, ability to collect information (online forms/waivers), communications (email/text), digital signatures, etc.
    Not Applicable, as the District does not currently have a facility rental software.

17. How often does your software get updates?
    Not Applicable, as the District does not currently have a facility rental software.

18. Are updates included in your pricing or are updates available at an additional fee?
    Not Applicable, as the District does not currently have a facility rental software.

19. Do updates require any staff involvement? If yes, approximately how many hours are required?
    Not Applicable, as the District does not currently have a facility rental software.

20. Regarding standardizing data, rules, policies etc.
    a. Does the school District have the power to mandate the use of a facility software across all schools? If yes, is there a general timeframe for requiring schools to adopt new standards?

The District has the power to mandate to use of facility software across all schools, once the Board of Trustees approved the adoption of the facility software. An appropriate timeframe for the District to require all facilities to adopt the new standards would be a 30-60 day process in which the software would be phased in.

21. Does each school use the school District's current facility management software, or can each school use their own software? If schools can use their own software, approximately what percentage of schools use the school District's software?
    Not Applicable, as the District does not currently have a facility rental software.

22. Please describe the relationship across the school district and school:
    a. Are facility rates set by the District or by each school?
    Facility rates are set on a per-facility basis and subject to change.
    b. What information should be accessible across schools?
    The information that should be accessible for each facility includes the name, location, fee structure, calendar availability and photos.
    c. What information about individual schools should be accessible by the school District?
    The information that should be accessible for each facility includes the name, location, fee structure, calendar availability and photos.

    d. Should client user accounts be universal to allow clients to rent facilities across multiple schools?
    Yes

e. Any other pertinent information?
N/A

23. How many staff require support for each school (on average)?
The district has 129 schools, with a total of 5,533 teachers and staff across those schools. Ideally, the District would like all the staff to be informed and trained (as part of the phased adoption of the facility software)

24. For reporting, what are the different needs for the District and for individual schools? For both the District and individual schools, what insights are they trying to gain?
The District has a number of needs for reporting including:
- Ability to view summary reports as detailed as viewing individual reservations
- Ability to export reports and their data elements
- Ability to review contracts, edits, updates and confirmations
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25. What is your annual sales revenue?
Annual sales revenue for the district's facility rentals are listed below:

Total revenue: 3,529,902.04

Expenses: 2,080,421.80

Gross: 1,449,480.24

26. How much sales revenue are you processing annually by:
a. Credit card
b. ACH N/A
c. Debit
d. Cash
e. Check

The District's current reporting methods/capabilities are not detailed enough to show what percent of users used each payment method as listed below. There are hundreds of thousands of transactions completed annually with the District. The District currently accepts Credit Card, Cash and Checks and a review of the last year's facility rental support documentation shows that the majority of transactions were made using a credit card.

27. How many transactions are you processing annually by:
a. Credit card
b. ACH N/A

The District's current reporting methods/capabilities are not detailed enough to show what percent of users used each payment as listed below.

28. Approximately what percentage of transactions are completed online without any assistance from staff?
There are no transactions completed online because the District does not have a current software for facility rentals.

29. Are there any missing components from your current software that negatively impact the experience of the individual that make an online rental?

    Not Applicable, as the District does not currently have a facility rental software.

30. Explain the general process that takes place from contract request to contract approval (approvals chains, emails, …).

    Listed below are the current general procedures required to secure a facility rental:

- Organizations requesting use of school facilities must submit a Building Use Application to the school principal or designee for approval and signature three weeks prior to the date of the event.
- The following requirements for organizers and individuals involved in temporary food service operations in Austin and Travis County:
    o An AISD Food Services employee must be present if AISD kitchens are used. If any food not prepared in an AISD kitchen will be served, a Temporary Food Event Permit must be obtained from the Austin/Travis County Health and Human Services Department (application attached).
    o Contact the Food Services Manager at your campus at least 10 days prior to event. For large events, it may be necessary for the event organizer to meet 1 month prior to the event in order to properly plan food and sanitation facilities.
    o Complete and submit the Temporary Food Event Information Form.
- Principal approves or disapproves the request and forwards the application to the Dept. of School, Family & Community Education/Facility Use at Baker Center, Suite 205.
- Principal makes custodian, utility and other arrangements necessary to support the facility use request.
- The Dept. of School, Family & Community Education sends the applicant written notification of the approval or disapproval of the facility use request with an invoice outlining payment due to cover cost of event.
- Policy requires all building/custodial fees be collected in advance so the AISD budget is not negatively affected. Payments received are deposited in the District's general fund. Fifty percent (50%) of the Facility Use Fees are rebated to the campus.

31. Does the District want to have the ability to audit changes to contracts? If yes, to what level.
    The District does want certain staff members to have administrator authority to updated and/audit contracts as needed in line with the developed Standard of Procedures.

32. Explain what the District is looking for in order to make rentals mobile friendly.
    The District is looking for a system that is hardware and operating system independent, and compatible with most platforms. The system should integrate the computer with the full range of optional POS peripherals including touch screens, smart phone capability, programmable keyboard or keypads, cash drawers, 40 column receipt printers, 80

column report printers, pole displays, slot badge or laser bar code readers, magnetic stripe readers, tablets and PDA handheld devices .

33. Describe process and/or workflow efficiencies that the District would like to achieve with a new software?
The District would like the new software to allow for the following efficiencies:
- Internet Processing
- Program Registration: Operator View
- Program Registration: User View
- Database Management
- Financial Tracking
- Financial Reporting

34. What percentage of facility bookings are made by each of the following groups?

The Office of Facility Use does not have data consolidation software to track the percentage of facility bookings made by different groups. Approximately 75-80% (Others); 15% (AISD Departments) and 5% (PTA Volunteers)

35. Are proposed solutions expected to be PCI-DSS level 1 compliant? As a level 1 compliant organization, should we provide our certificate of compliance, our attestation of compliance, or both documents?

Yes, and for the purposes of this RFP, please submit only the certificate of compliance.