Los Angeles Unified School District
Master Services Agreement

Date: Interested Parties

To: All Interested Parties

Subject: Addendum No. 1 MSA Work Order Solicitation (MSA) No. 202008
                Title: **Beyond the Bell Mobile Application and Admin Portal Development**

This Addendum No. 1 is issued to provide answers to questions and to extend the closing date for this work order.

NOTE:

1. The closing date for this MSA Work Order Solicitation has been changed to November 22, 2019, at 5:00 PM (Pacific Time).
2. Q&A listed below:

#	Question	Answer
1	On this requirement "New system will be hosted either in the cloud or on-premise within the LAUSD data center". Can we assume for estimation that application to be cloud ready and development work not done as cloud native application	Yes. This is correct.
2	On this requirement "Help Desk: The contractor will have a Help Desk to provide unlimited toll-free phone and email-based support to LAUSD IT system support team (Mon-Sat, 6 AM-7 PM PST). Support requests will be met within one business day." 1. Is this regarding the L1 support vendor needs to provide? 2. All tickets needs to be responded with one Business day SLA or do we need resolution with in one day. Is there a expected SLA turnaround based on the priority/urgency? 3. Is there a need to have helpdesk based out of LA or can it be based out of other locations including India?	The help desk feature is needed to provide technical support to LAUSD ITD team based on the 180 days product warranty agreement. The vendor is required to provide channel of communication and provide product support and resolution within 24 hours of issue reporting. The help desk is not L1 support for the system end users. The helpdesk (tech contact) should be based within US.
3	Should we consider automation testing of Mobile App and Web Portal in scope? If yes, what would be percentage of the application needs to be covered as part of automation testing?	It will be ideal to have automated testing on the Mobile App and the Web Portal but no mandatory. We expect the testing and quality control be performed by

		quality assurance staff and deliver the results as part of the project deliverable.
4	Do we need the Mobile application to support both Portrait and Landscape orientation?	The mobile application needs to support both portrait (for smart phone) and landscape (for iPad).
5	Please provide the list of browsers that the web portal should support. Do we need mobile/tablet friendly web portal?	IE, Edge, Chrome, Firefox, and Safari web browsers should be supported for the web portal. The web portal should be mobile friendly and responsive.
6	Is there a preferred SDLC to be followed for the project execution? (Agile or Waterfall)	Up to vendor to propose but there may not be dedicated full time resource from customer team to work on this project.
7	Is there any Architecture diagram available for Legacy system?	No. The current application is vendor provided SAAS solution.
8	Do we need the features implemented in Mobile App to be implemented in Web portal as well (i.e. Student Signing/sign-out, attendance recording etc.)	No. The feature implemented in Mobile App will not be in Web Portal.
9	Do the mobile app and web portal both need different user Experience/screens?	Yes.
10	Do we need a different user experience for students, parents and staff? Is there a need for separate app for student, parent and staff?	No. This app is for staff only.
11	Does the BTB app require support on Windows based tablets?	No. Ipad or Android Only.
12	Is there a login and workflow for the students in the mobile app? If yes, please share details regarding the same.	No. This app is for staff only.
13	Will the mobile app be hosted on the Public Play Store/App Store or will it be managed through any Mobile Device Management (MDM)?	App store with activation code or through MDM.
14	How many users will access Admin Portal? How many of them would be concurrent users?	Around 1000 users will have access to Admin portal. The system should be able to handle 500 concurrent users in admin portal
15	Will there be interfaces from Web portal to external application(s)? If yes, then can you share the list of them.	The interfaces were defined in the MSA under section 7)Reports / Reporting Module and Appendix C list and of reports. All the reports should be exportable into csv/xls format.

16	Do we need to send data from Mobile app to other applications? If yes, provide details like application name and data type etc.	All the Mobile App collected data will be available in system Admin Portal. No direct interface between Mobile App and external applications.
17	Are there any existing API/interfaces from MiSiS and other student information systems to publish parent guardian and PIN?	No existing API from MISIS to populate the student data in real-time to the systems currently used by Beyond the Bell. The student data interfaces was done through IODS nightly batch interface.
18	Is there any API/interfaces exposed by Clever software? Can we assume the information at https://dev.clever.com/ to be sufficient? Additional insight will be helpful	Clever software could be utilized to interface the student data with external vendor or collect student data from charter schools. The current Clever LASUD interfaces were done through batch interface but the vendor also support Web APIs.
19	What level of Security Testing is required for Mobile App and Web porta? Is penetration testing required and if yes, please advise the preferred product for testing?	Penetration testing is required.
20	Is it expected to test the performance of mobile app on real devices? Is there a minimum recommended configuration to suggest for the same? Does vendor has to source the required devices and the toolset to test the application or District will provide the same?	Simulating mobile devices performance testing on the mobile app is acceptable. The mobile app should be able to handle concurrent transactions from 4,000 connected mobile devices. No actual devices will be provided but district will specify the configuration of the mobile devices used for the performance testing.
21	What is the expected response time and availability for mobile app and admin portal?	The system should have 99.95% uptime and the response time from mobile app and admin portal should be less than 2 seconds.
22	Are various roles like Site Attendance taking, Site administrator, Agency supervisor, Agency, District wide access role, Central administrators in scope of Mobile app testing as well?	Yes. The access of the student data in mobile app will be based on user profile.
23	What are the expected operations to be supported by the mobile application in the offline mode?	Check in/check out the students with student demographic, program participation, classes/activities, and release to parents/guardians info.
24	Are there any other inbound systems other than MiSiS,IODS,Clever and LAUSD Parent mobile app?	LASUD Bell Schedule System.

25	Are non-LAUSD students allowed to attend BTB? If so, what are the sources for their information?	Yes. Source of non LAUSD students could come from Clever, MiSIS, or manually enter by charter school operators.
26	What is the approximate number of interfaces involved in the current application	two.
27	Is the same reporting capability expected in native Mobile app and Web portal? If no, then what reports are required using Mobile app and the reports in the web portal.	The reporting capability will be from Web Portal only. The Web portal should be mobile responsive and also accessible through mobile devices with browser as well.
28	On this requirement " In "off-line" mode, devices shall be able to sync via Bluetooth or similar Wi-Fi technology. ". Is there a expectation to sync the data between various devices as Bluetooth? or is it sufficient to allow offline data sync only using Wi-Fi/Mobile Data service	It is sufficient to sync the offline data from mobile devices back to the system when the mobile devices have access to wifi/mobile data services
29	On this requirement "Migrate BTB program student attendance records in the past 5 years from the existing platform into the new system." 1. What is the approximate volume of records which needs to be migrated. 2. What is the database technology currently used?	The BTB program student attendance records will be exported from CitySpan system in SCV or tab delimited formats for migration.
30	On this requirement "Students who are authorized by their respective parent/guardian to walk home can sign themselves out at the end of the day. " 1. Is this achieved by students recording their signature/biometric in the mobile device? 2. Can site staff sign out the student on behalf of parents/guardians for evening programs as well?	Self check out authorization will be recorded within the system.
31	On this requirement "Optional Parent Component: Integrate with LAUSD parent mobile app" 1. Do we have native LAUSD parent specific mobile app now? Or should we assume parents will login via new BTB mobile app and communicate with BTB school staff? Do we need a chat functionality in the mobile app or do we need only notification during sign in & out process? 2. We understand uploading of student picture should be supported. Do we need any	LAUSD has native LAUSD parent mobile app. They will not log in the new BTB mobile app but could communicate with new BTB mobile app through web API. The chat, notification during check in/out, and submission of excuse from the class will be the desired functionalities. The student photo should be interface through system interface. Meanwhile, the function for taking and uploading student pictures into system will be a welcome

	photo validation algorithms built in to verify the photo is not violating the policy?	feature when student photo is not available through existing interface.
32	On this requirement "System users will be able to scan and/or photo the registration form and upload it into the system". 1. Is the above activity done via Mobile app? 2. Where will this scanned documents be stored or linked? Do we need to use any secure document storage systems (Documentum/SharePoint)?	The registration form upload feature should be done through either web portal or mobile app. The upload document should be stored in database.
33	On this requirement "The PIN code will be generated during the manually adding of new Release-To person" Does this new PIN generated should be synced with Parent portal application?	The new release to person should not exist in Parent Portal application otherwise they should already be interfaced to the BTB new mobile app already. The PIN should be provided by Parent Portal/MISIS system if exist.
34	On this requirement "Create interfaces to upload charter school students participating in BTB programs " Can we assume there is a integration with Charter?	Charter school student data Integration will through LAUSD MISIS, Clever, or manually data upload/enter by charter school operators.
35	Is there a need for clickable prototype to be created as part of Req Analysis/Design phase?	No.
36	Is there any existing style guide for reference?	Yes. The style guide will be provided by LAUSD.
37	What is District's Information Security Auditing requirements and other District Information System Security policies?	It was provided in Appendix D of MSA.
38	Do we need to consider the disaster recovery setup?	No. District will handle disaster recovery of the system
39	What type of access will be provided for "vendors" who deals with extended day programs? Similarly what type of access will be provided to "Program agencies"?	Yes.
40	On this statement "The Program agencies may also be able to submit a bulk list to the selected vendor " bulk list consist of application forms or just enrolled student data	Bulk load of enrolled student data.
41	We understand CI/CD would be required for this initiative. Please confirm	Yes,

43	Request district to extend the submission date for the RFP after Thanks Giving weekend. Considering the scope and importance of this initiative to LAUSD, extended timeline will allow us to work on comprehensive proposal for consideration.	This is not viable due to system go live timeline.

ALL OTHER TERMS AND CONDITIONS OF THE MSA SOLICITATION SHALL REMAIN THE SAME.

Thank you,

Information Technology Division – Bids
Los Angeles Unified School District
333 South Beaudry Avenue,
Los Angeles, CA 90017