

Replacement for Edusoft Search Timeline

August 2010 – May 2011

August/September 2010 – Problems with Edusoft product and support emerge

- Help Desk assistance requested – system slow. Told problem was in our “backbone”. Went on for two weeks. Actual problem – virus in Edusoft servers
- Missing demographic data – unable to pull reports by subgroups – problem reported by site administrators and SASS administrators. Told Technology and Information Services (TIS) didn’t send them the data. Actual problem – new Data Integration Manager at Edusoft. Admitted he was not a programmer and not able to “massage” the data. Had to rely on programmers and was learning system so he could communicate the problems to them.
- Roster problems – again told problem was with TIS. When TIS worked with Data Integration Manager, found out Edusoft had changed parts of their platform and had not notified MDUSD. TIS worked with Edusoft to correct data.
- New SASS administrators spending days pulling assessments into current year. Told by Edusoft Help Desk the assessments had to be moved one by one. An e-mail exchange weeks (and many assessments) later between one of the administrators and Edusoft Account Manager provided information that it could be done in bulk by Edusoft if requested. When asked why she was not told this account manager indicated they don’t broadcast it with everyone – it is assumed they know.
- Account Manager offered training for SASS administrators at the cost of \$2500.00 per day.
- TIS Director arranges for demonstration with Data Director for SASS department

October 2010 – problems continue

- Concerns about support increase,
- Edusoft Help Desk personnel share that company is shifting support to Data Director; everyone he knew in his department was new – 6 months or less experience. Edusoft indicates no shift in support or focus.
- Late October SASS staff meets with Assistant Superintendent, Rose Lock, and Joe Estrada (TIS) to discuss options. Dr. Lawrence joins meeting, hears concerns and directs group to investigate other options. Advises survey of teachers and site administrators regarding Edusoft satisfaction and concerns.

November/December 2010 – beginning of search, problems continue

- Survey developed and sent to teachers and administrators
- Student Data and Assessment Committee developed representing elementary, middle and high school, teachers and administrators, central office (TIS, SASS, R&E). All schools were asked to identify a representative. This committee was made up of all who agreed to participate. No members were eliminated at any point and all were invited to all future meetings. A few new representatives were added by sites for future meetings as teachers requested to participate.
- November 16, El Dorado Middle School – Student Data and Assessment Committee met – 47 representatives invited, 45 participated.
 - Examination of survey data, development of Plus / Delta of Edusoft by committee, presentation by Data Director. According to presenter:
 - Riverside Publishing is decreasing support to Edusoft and increasing support to Data Director. Working on phasing out Edusoft over the next few years.
 - Claim later discounted by Edusoft Account Manager
 - It would be a “seamless” process to bring over all data and assessments that we currently have in Edusoft. He indicated they had already done so in other districts. He assured the director of TIS that it would take “minimal’ support from TIS staff.

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- Committee advises replacement of Edusoft but wants to do a side by side pilot of Data Director, advises continuing search for possible other options in case Data Director pilot is unsuccessful, requests some training in Edusoft in the meantime to help them through problems.
- TIS works with Assistant Superintendent, Rose Lock, SASS administrators and Riverside Publishing (parent company of Edusoft and Data Director) to set up pilot. Agreement reached on pilot. Data Director sends TIS specs on what they need from TIS to support pilot. Information reveals the move to Data Director would not be seamless and would take weeks of support from TIS staff.

January/February 2011 – problems continue. SASS administrator finds out teachers are not reporting problems with Edusoft but are decreasing use due to unresolved problems.

- Based on new information about the amount of support needed by TIS staff to support just a Data Director pilot the decision is made to cancel the pilot.
- Superintendent provides direction to widen search for replacement product.
- Discussion about RFP versus RFQ and decision is made to write an RFP

March/April 2011 –

- RFP Timeline

Issue Request for Proposal	March 28, 2011
Questions in Writing Cut-off	April 1, 2011
Amendment/Addendum Deadline	April 6, 2011
Proposals Due	April 13, 2011
Evaluation of Proposals /Presentation of Demos	April 14 – 22, 2011
Contract Negotiations	April 26 – 29,, 2011
Recommendation for Contract Award	May 10, 2011
Notice to Proceed	Upon Board Approval

- April 13 – nine companies submitted RFP proposals.
- April 14 – 15 - SASS admin and TIS director evaluate RFP proposals and select three lowest bids of qualified vendors. All three vendors are invited to demonstrate their products on April 20, 2011. (see attached)
- April 20 and 21 - Student Data and Assessment Committee review of top three candidates (three lowest bids from qualified vendors) –. 45 representatives were invited to both days. 23 participated on April 20th, 18 participated on April 21st.
 - April 20 – DataWise, Illuminate, and Red Schoolhouse (OARS) demonstrated their products. Participants completed rating sheets on each product. (See example). DataWise had their presentation cut short due to a scheduling mix up and were invited back for April 21 to complete their demonstration.
 - April 21 – representatives went through a process to rank order the three products. OARS and Illuminate were the top two products.
 - April 22 – May 5, 2011 all committee representatives, whether present for demonstration or not, were offered the opportunity to participate in product demonstrations for all three products.
 - April 21 – May 2,, 2011, product references were checked by SASS administrators, TIS staff, coaches and teachers.
 - April 26, 2011, Survey Monkey survey created and sent out to 48 representatives (45 from original committee of November 19).