

Subject	Topic	Question	Answer
Blog	Blog	What was the name of the blog?	Bring More Data- Joshua Perry
Changing provider	School capability to move	We've just installed a new on premises server - we couldn't afford a cloud-based system. We can plan for going cloud-based in future but it will take us 5 plus years. Would you suggest we just stay with Sims for now and move over to one of the other providers in a few years time?	We have an on premise solution as part of our framework - Bromcom. I would advise you obtain quotes as per the local procurement regulations and compare these, considering the other implications around changing MIS.
Cloud MIS	Technology	What should we do if a cloud-based system is not something our school has the technology for?	<p>The DfE stated back in 2017 We recommend that all education providers actively consider and evaluate the benefits of moving to a cloud-based approach for their IT system (moving away from relying solely on 'on-site' servers). Cloud-based systems are usually more secure, cheaper to run and enable more flexible working. We agree wholly with this and advise you to look at a technology strategy to get there. It is probably a good idea for you to speak to your IT Support/email technology@hertsforlearning.co.uk.</p> <p>There are however server-based options on the Framework. We would recommend that you seek quotes for server-based MIS systems.</p>
Cloud MIS	Wifi	WiFi to just use Arbor around the school	For a cloud based system to work effectively you need internet connection. A cloud based system can be accessed anyplace, anytime so long as you can access the internet either through WIFI or mobile data. If you wanted to use Arbor around the school then you would need an internet connection.
Cloud MIS	Wifi	Was the question around WiFi capability an issue for taking registers on iPads etc, or something else?	For a cloud based system to work effectively you need internet connection. A cloud based system can be accessed anyplace, anytime so long as you can access the internet either through WIFI or mobile data. I think Liz was asking whether you need WIFI in all areas of the school. To use cloud based technologies in all areas you would need to ensure internet access in those spaces, just as you would for taking registers on I Pads. I hope that answers the question :)

Cloud MIS	Wifi	You have got to have good wifi around the school for this icloud system?	If you have Wi-Fi issues, you will encounter problems . It is probably a good idea for you to speak to your IT Support/email technology@hertsforlearning.co.uk who can look at your setup and advise further.
ESS SIMS	Specification	Please are you able to answer the question re SIMs offering a cloud based system. Thank you Will you support a SIMS cloud based quote	SIMS do not currently have a cloud based system. We will continue to support SIMS, and as such when they move to cloud we will also be able to support that system as HfL are an accredited SIMS support partner
FMS	FMS	Sorry, just to confirm, we could stick with FMS with a direct contract but move from SIMS to Arbor - I was warned by my IT support that the SIMS/FMS contracts were intertwined and we would probably have to move both or none?	Yes, you are right. An FMS licence can be purchased independently from SIMS. For an FMS quote you will need to contact ESS.
FMS	FMS	Does the absence of SIMS from the MIS framework affect the licencing of FMS or will that still be procured by HfL? Do you anticipate a similar framework for FMS in the future?	Yes, we do anticipate a Multi-Supplier Finance System Framework in future but not before the new MIS Framework commences. FMS and SIMS software is covered under the existing Single-Supplier Framework, so as with SIMS, schools will need to approach ESS for a quote
FMS	FMS	What is FMS	Financial Management System. This is an ESS system and separate to RM Finance that many Herts schools use.
Framework	3rd Party	Whilst the 3rd party systems list is long, has HfL done any work to identify which popular systems Arbor integrates with ... this would be a useful starting point for schools.	As a Public Body, HfL is obliged to follow Public Sector Procurement Regulations. We have procured the Framework based on the MIS products, not the 3 rd party systems. A number of 3 rd party products are available for all the functions you may wish to perform e.g. online payments. The Suppliers can share more about detailed functionality and integration to systems.
Framework	3rd Party	SIMS is currently linked with Schoolcomms. Does Arbor have a payment/communications system that we could use instead?	Yes they have comms and payments in the Arbor Perform package
Framework	3rd Party	Which parent payment system is best suited at the moment for Arbor?	Arbor has a payment system included in their Perform package, but can also integrate with some third-party products if that is your preference – you would need to check with the MIS provider directly as to which as they are changing all the time

Framework	3rd Party	Do they all support accelerated reader	Due to the number of different third-party products that schools might use in conjunction with an MIS, we are not able to create a definitive list, you will need to check with the MIS provider for specific requirements, as they are adding new functionality and integrations regularly
Framework	3rd Party	Sorry I meant have the Third Party systems charged for the move to Arbor?	No I am not aware of any schools being charged by third parties. This is something that would be best discussed with your third party software providers.
Framework	Case studies	Have all three MIS options been trialled/piloted in different school settings. I know schools have Arbor but I've not heard of the other two being live in primary schools.	All three MIS solutions on the framework are in use in Hertfordshire schools but HfL have not historically supported them all. All are established MIS providers with a solid customer base nationally – individual suppliers should be able to share case studies and reference sites with you if required
Framework	Census	Census ??? Does it bring across detail ?	All of the MIS solutions on the framework are designed to manage the census and statutory returns process. This was one of the requirements in our specification
Framework	Contract	Moving over to a new supplier, what is the minimum contract in terms of years?	Our framework is for a 4 year duration. You can request a duration bespoke to your school needs when submitting a request for quotation.
Framework	CTF	What about CTF's? Are all packages compatible?	Yes, as CTF is statutory this was covered in our specification
Framework	CTF	What happens to school transfer of data via CTF? If another school is using a different data management system can this still be done to ensure historic data is transferred across?	Yes, CTF is statutory so all MIS have to comply and this was included as part of our specification for the framework
Framework	CTF	I'm assuming that CTFs can be transferred easily between different MIS's? Would you recommend that feeder Infants schools should be on the same MIS as the Junior?	Yes CTF's are statutory so all MIS have to comply and be compatible - this was included as part of our specification for the framework. There is no requirement for feeder schools to be on the same MIS system
Framework	FMS	If you move from SIMS to Arbor, do you also have to move from FMS to RM?	No but you would have to contract directly with ESS for your FMS product licence
Framework	Pricing	Can you clarify license pricing - mentions in questions below that HfL are re-selling but Jen said for schools to contact suppliers directly for bespoke pricing	Please email misframework@hertsforlearning.co.uk and we will be able to obtain pricing for you based on your school requirements.

Framework	Pricing	Can you please clarify the answer to Vitina's question. Do we have to contact the companies direct for separate quotes from the framework process?	No, you can come through HfL to obtain pricing from the suppliers on our framework. Please contact misframework@hertsforlearning.co.uk and we can assist with this.
Framework	Pricing	If we need to contact individual approved suppliers on the framework for individual quotes, please can you provide contact details for the suppliers to that we can make these enquiries. Thanks	These can be obtained via HfL- we are reselling the licenses and therefore do the leg work here for you.
Framework	Pricing	if we choose to stay with SIMS do we still have to get two other quotes or can we site the HFL procurement procedure as our comparisons?	As per the local procurement regulations, any spend between £1k - £50K is required to have 3 written quotes. You can obtain prices from our framework suppliers; Bromcom, Arbor and ScholarPack to fulfil this requirement.
Framework	Pricing	Can we have a breakdown of the costs for moving to another system that includes training, migration etc?	Absolutely, contact the team to obtain this. Please contact the MIS team for further advice. misframework@hertsforlearning.co.uk
Framework	Pricing	When we looked into this a few years back Arbor was more expensive. Could you provide a table with comparable pricing for the 3 supplies?	Not readily as it depends on pupil numbers and school requirements. Assuming all 3 providers meet your needs then a mini-competition would best enable this.
Framework	Pricing	When will we know the license prices and options (I believe Arbor offers three levels)?	Please contact misframework@hertsforlearning.co.uk You can advise of your school functionality requirements and we obtain pricing for this.
Framework	Pricing	If I understand correctly, should we go through the mini competition process to identify the best value supplier we are committed to go with the one that is No 1. How do we know that the final cost will be better than the SIMS inc support cost we pay today?	The no. 1 ranked supplier has been evaluated as the ' most economically advantageous tender '. You are more than welcome to run a mini competition between the suppliers on your applicable LOT. I can't answer based on individual school pricing so please contact the MIS team for further advice. misframework@hertsforlearning.co.uk
Framework	Pricing	Do we need to contact Arbor direct for pricing?	No, you can obtain pricing via the Framework
Framework	Process	Do you have a step by step process schools can follow?	We will shortly be releasing a framework guide which will include a process flow.
Framework	Specification	How will this affect reports, registers, attendance monitoring and ctf transfers.	It won't. All of these requirements were part of the specification, so you will be able to do all of the above in all of the MIS on the framework.

Framework	Specification	At present, HfL provides reports and assessment frames specific for our processes, which can be set up within SIMS. Will this level of support continue if we choose a different DMS?	We would need to understand the specifics that you currently use with SIMS and which MIS you would be looking to migrate to. Some of the resources have already been replicated in Arbor and we would look to do this with the other MIS on the framework, but cannot guarantee that they would be the same at this stage
Framework	Webinars	Can you send a link out for the Arbor one please?	https://app.livestorm.co/herts-for-learning/dms21682a?type=detailed
Framework	Pricing	If another school has recommended you to Arbor for a presentation, are we able to contract ourselves with them independently should they offer a good deal or should it be done via HfL on the Framework? Would there be a support only package?	We believe that using the HfL Framework will achieve the best value for money for your school, but you are free to contract directly with the supplier outside of the framework should you choose to. HfL can offer separate support packages.
Framework decisions	LOTS	We are two first schools which have federated, currently both sites have individual MIS systems - are we able to still look at Lot 2 Primary Cloud based and combine the two systems into one system?	The DfE requires each school to have their own separate MIS database. If both schools in the federation are on the same MIS, some providers have tools for overall analysis of groups etc. We would advise consulting with the MIS suppliers about their functionality to meet your specific requirements
Framework decisions	Timing	Just to reassure myself, if we do not migrate now from SIMS the contract will just renew after we tell you at HFL. If we then choose to move in the future, we can discuss this further.	If you want to continue using SIMS after 31st March 2022 you will need to contract directly with SIMS. The contract does not automatically renew. You can move to the Framework at any point e.g. if you remained with SIMS you could switch to the Framework when that deal concluded
Framework decisions	Timing	Assuming the framework will allow schools to transfer across to new providers at some point in the future (6 months/1/2years down the line), rather than needing to buy in on 1 Apr 22?	Absolutely. It of course depends on how long you tie yourself in for. You will need to either re-contract directly with SIMS, or move to a framework supplier, before the current contract expires at the end of March. Under the current Single Supplier Framework schools have always bought into a 1 year annual entitlement. Providers will offer a range of options in this market, the longer you sign-up for, generally the better the deal you get. Schools can and are welcome access the Framework at any point, but must make arrangements for the expiry of the current contract.

Framework providers	3rd Party	We have just purchased SAM (Staff Absence Management) which writes back to SIMS - does anyone know if it is compatible with Arbor?	We will ask each of the suppliers for a comprehensive list of the compatible third-party products and how they interact with their product and hope to link to this information on our website. If you need a swift response, please speak to the supplier in question in the meantime
Framework providers	3rd Party	what about CPOMS, Essex Target Tracker- do they all move easily with Arbor etc?	We will ask each of the suppliers for a comprehensive list of the compatible third-party products and how they interact with their product and hope to link to this information on our website. If you need a swift response, please speak to the supplier in question in the meantime
Framework providers	3rd Party	Are these new frameworks compatible with Parent Lite	Parent Lite is a SIMS module, so the framework suppliers will not have an integration with it specifically. They will however likely have similar functionality of their own
Framework providers	3rd Party	For schools that have already migrated to Arbor, were Third Party systems i.e Inventry, School Cloud system etc compatible and did they charge for migrating their data?	Arbor links with many third-party products. We will ask each of the suppliers on the framework for a comprehensive list of the compatible third-party products and how they interact with their product and hope to link to this information on our website. If you need a swift response, please speak to the supplier in question in the meantime There is no additional charge from Arbor for Migrating data
Framework providers	Payment	Sorry if you covered this. Now, we pay the SIMS licenses through HfL in April. Once we've made a decision, say to move to Arbor, we get a quote and pay them DIRECTLY?	This is a Multi-Supplier Licensing Framework so schools buy their licences through HfL. We are acting as a reseller of licences.
Migration	3rd Party	Does moving MIS from Sims to Arbor for example, impact on any other packages we use, eg Inventry?	We will ask each of the suppliers for a comprehensive list of the compatible third-party products and how they interact with their product and hope to link to this information on our website. If you need a swift response, please speak to the supplier in question in the meantime
Migration	Academies	Who manages migration for academies? Licence through ESS and support with HfL currently	The suppliers currently manage the migration of MATs, with HfL involvement. HfL will provide any training and support. Academies can purchase licenses through the Framework, check when your current contract expires.

Migration	Data	Data migration - with linked docs perhaps relating to SEN, which have to be kept for x number of years, presumable data migration will meet statutory requirements	Yes, migration is designed to meet statutory requirements. If you have specific concerns, do check with the relevant supplier
Migration	Data	Is all data migrated or just a specific time period?	This depends on the individual supplier
Migration	Historical data	If we moved to a new provider, would our SIMS database still be accessible to look at historical information/data? Or does that migrate too?	Yes the database could be viewed for historical info if required. The SIMS database would be held on your server until that server is replaced. As the license for SIMS would not be renewed you would not be entitled to receive any upgrades or patches.
Migration	Historical data	I understand there are issues with obtaining historic assessment data should we move away from SIMS. Have there been any solutions relating to this?	Only statutory assessment information is transferred.
Migration	Pricing	Can you have the migration package without the HfL support package?	Yes. However, we would always recommend buying support when changing MIS.
Migration	Pricing	But are HfL migration costs on top of Arbor set up fee?	Yes they are. The HfL migration package includes support for preparing your data for migration, training for the core system and support/regular check-ins throughout the process, all this is provided at significantly lower cost than the value of the component parts. The Arbor pricing through the framework reflects the fact that HfL will deliver this instead of Arbor.
Migration	Pricing	We moved to Arbor approx 4 years ago and arrange our own contract for our 3 special schools. Do you think the Framework will offer a better price?	We hope so! Competition between providers should drive competitive pricing.
Migration	Process	If it starts in April 2022 to rollout, realistically how many schools will be tackled each week, so that we are clear that this may be several weeks later?	This was a key part of our procurement. Migration timings differ for on premise and cloud based but all suppliers are able to achieve a minimum of 100 migrations per month. Please contact misframework@hertsforlearning.co.uk if you require further information.
Migration	Requirements	Do you have a template to help us capture our business requirements?	Yes we have a Request for quotation/ order form to help schools define their requirements. This will be available shortly

Migration	Timing	I know you have said it already but I was disturbed, can you clarify - with the migration, how long will it take and will there be an expectation that in April it is all up and running and what will happen if the staff still need further training at that point?	On average, the whole process takes around 4-6weeks – the actual data migration itself (when the switch over happens) can usually be managed over just a day or two, often a weekend. HfLs migration package, includes support for preparing your data for migration, training for the core system and support/regular check-ins throughout the process, all this is provided at significantly lower cost that the value of the component parts. Additional training or consultancy can be purchased separately if required.
Migration	Timing	If switching to a new supplier, I take it this must be complete before the licence with SIMs expires?	Yes, you need to ensure continuity with MIS provision
Migration	Timing	If we choose to migrate, is the 'go live' date the day that the SIMS contract ends or could we bring it forward and get a refund on SIMS costs? Am conscious of the fact that all this work may be going on whilst working on year end and budget setting.	SIMS are not offering refunds for any migrations pre 31st March 2022 however, the suppliers on our framework are offering FOC short term agreements to enable you to move ahead of your SIMS expiry without incurring additional costs. I hope this helps, if you require anything further please contact misframework@hertsforlearning.co.uk
Migration	Timing	If you wish to move sooner than April 2022 as your server is 5 yrs in mid March will you still be in a position to do this or will it be suspended that close to 1st April to manage the larger project of schools changing MIS	The suppliers on our framework are offering free of charge short term agreements to enable you to move ahead of your SIMS expiry without incurring additional costs.
Migration	Timing	If we migrate is it as simple that we have SIMS one days and say Arbour the next	You will want to ensure data testing and training. The suppliers on our framework are offering free of charge short term agreements to enable you to move ahead of your SIMS expiry without incurring additional costs. This should support transition.
Migration	Timing	Will we be able to migrate over the school holidays to minimise disruption?	Availability of migration slots will depend on capacity. Many schools find that migration over a weekend in term time is preferable, as staff are readily available and can 'hit the ground running' immediately following training. It is less daunting than it seems!
Migration	Timing	Thanks, Catherine. So if the Fwk (licensing) doesn't start until 1/4/2022, how do we move in time for 30/3/2022?	The suppliers are offering FOC short term licencing agreements to assist with migration ahead of April 2022.

Migration	Timing	If we choose to transition to a new provider, do we have to be ready to go live on 1 April?	Our framework is live effective 1st April 2022 for a 4 year period so transition can happen to suit your school needs between now and the end of the framework. Suppliers are offering FOC short term licencing agreements ahead of April 2022.
Migration	Timing	Will there be enough time for school to change from Sims to another MIS must be a lot of school planning to change. Will the timeframe potentially force a school to stay with Sims because of timing?	We are encouraging all schools to consider whether they have the capacity move MIS systems, as it will involve training of staff etc. However all of the suppliers and HfL are here to support schools with both the training and migration. We would encourage you to look at the case studies on the website to see examples of what is involved too. Please contact us at misframework@hertsforlearning.co.uk if we can help further
SIMS	Specification	Doesn't SIMS have a cloud-based solution if that is the main driver? I had a phone call from SIMS and they were obviously aggrieved not to have been included in tender.	SIMS is currently server based but we believe are developing a cloud based solution as shared in a direct communication to schools. HfL ran an open procurement process via find a tender service which every MIS provider had the opportunity to participate in.
SIMS	Support	If SIMS produce a cloud based system. Will Hfl continue with the support/helpline?	Yes. The Framework is for Licensing which is separate to support. Schools are able to buy licences from any MIS Supplier of their choosing and buy support from us provided that we support that system.
Support	FMS	Will HFL still support the FMS program RM?	Yes, RM Finance is entirely separate and licensing and support remains unchanged.
Support	HfL	If the majority of schools decide to migrate from SIMS, say to Arbor, can Arbor and HfL cope with the volume before the end of the SIMS contract?	Yes HfL and the suppliers have plans in place for this
Support	Pricing	Sorry, I missed the cost for the migration package?	For a primary school moving to Arbor, the migration package with HfL support is £500. Additional training can be purchased separately if required.
Support	Pricing	If we migrate, will the HfL support costs be in the same ball park as today's support costs?	Yes, as answered live
Support	Reports	Will HFL create reports that are used for census & DFE submits?	All of the systems on the framework have statutory return capability, this was a requirement on our specification. How the returns are generated will vary from system to system.

Support	SIMS	Will you continue to provide support to schools for SIMS past April 2022?	Yes, HfL support packages for SIMS will continue as per existing support.
Support	Training	How about training for staff to use the new systems? Will training be available? and at what cost?	Full training will be available. For individual school costs please email misframework@hertsforlearning.co.uk
Webinar	Availability	I'm booked into the Arbor demo today but can't make the demos tomorrow - will there be future dates at all?	Yes the suppliers will be putting on more webinars in the near future. We will also be recording the webinars so they will be available for you to watch at a suitable time for yourself.

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