

Appendix 6: Visitor Management Requirements

Visitor Management System

A school visitor management system eliminates uncertainty and helps schools know precisely who is on campus. Scanning their ID allows each visitor's information to be screened against the sex offender registry and custom databases, including those with custody orders and banned visitor status. The system instantly alerts school officials if a visitor is flagged as a security risk. Visitor management systems automatically capture and store visitor data, enabling schools to create security-focused reports for analytical and investigative purposes.

Minimum Requirements

At a minimum, the vendor:

- Must have experience with districts of similar size and scope with at least a 95% annual client retention rate.
- Must have completed SOC 2 Type 2 for Privacy and Security examinations.
- Must be a signatory of the 2020 Student Privacy Pledge.
- Must integrate with the district's identity providers (IdP) to provide customizable user roles and automated user provisioning through Microsoft Entra ID.
- Must ensure a 99.5% uptime.
- Must ensure data is encrypted in transit and at rest.
- Must support Single Sign-On (SSO) and provide a single, global login for all products.
- Must provide live, 24/7/365 technical support with an average call response time under 20 seconds.
- Must support multi-factor authentication (MFA) through the district's identity provider.
- Provide designated personnel for software implementation, training and post-implementation support.
- Provide on-demand training and support resources available on any web-enabled device, including a customer community forum.
- Provide multi-phase training across various stakeholders/roles and apply the "model school" approach to implementation.

Scope of Work

At a minimum, the Visitor Management System must:

1. Allow personas and workflows to be configurable for visitors, students, contractors, staff and volunteers.
2. Be compatible with Mac and PC desktop computers and iPad and Android tablets.

3. Support automatic visitor registration by scanning both the front and back of acceptable identification, including state driver's licenses, military IDs, passports and more.
4. Digitally verify that the visitor and the person on the ID document are the same.
5. Keep potential threats out by instantly screening each visitor's government-issued ID card against the sex offender registries in all 50 states and an unlimited number of custom databases.
6. Allow schools to provide QR codes to known visitors for expedited entry to a specified event.
7. Allow badges to be pre-printed in bulk for large events.
8. Allow student sign-in/sign-out to manage tardiness and early dismissal
9. Track staff and district-wide employees for consistent records of substitutes, staff and itinerant teacher sign-ins.
10. Provide standard and customizable reports and analytics.