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NOTICE TO BIDDERS
ADDENDUM #001

TO THE BID FOR: **RFP20-07 Student, Parent, Teacher and District Communication System**

FOR: City of Meriden

BID DUE DATE: **OCTOBER 17, 2019 at 4:00 PM**

Please acknowledge receipt of all addenda on the Proposal Pages.

The purpose of this addendum is to:

- Respond to the following questions:

Q1 What date are you looking for this project to be completed by?
A1 The City anticipates implementation within 3 to 6 months after purchase agreement.

Q2 Can you go into detail on what is meant by "Daily and Period Absence Message?" Who are you messaging and how will you be communicating this message?
A2 Currently each morning the school sends CSV files to multiple vendors for each school, that the vendor then converts into a text message or voice call to parents stating that their child is absent from school.

Q3 Section 4.1 states, "Interested vendors must respond with a written description of the software and its capabilities in the following format" and subsequently lists a clear outline of information to include. However, this comes after Section 3 (Scope of Work) which also includes specific information to be included in the response but not mentioned in Section 4. How would you like the content within the response to be structured? Is there a specific outline of information you'd like the response to follow?

A3. Utilize the structure outlined in section 4.1 in formatting your response. Any proposal requirements specifically outlined in Section 3 of the RFP package should be included in your responses to section 4.1.B – likely the Technical Information section.

Q4. How many users will be needed for this system?
A4. Placing Calls/Messages approximately 800, receiving messages - 8,500 students (2 or 3 family members a student)

Q5. What is the budget for this project?
A5. No budget has been identified.

Q6. For the ability to send home secure, personal documents, are you looking to send those electronically or through mail?
A6. Electronically

Q7. What social media platforms are you looking to integrate this system with?
A7. At this time Twitter and Facebook are priorities. This is subject to change during the life of the contract.

Q8. What is your current phone system? Are you open to switching phone services to better integrate with this new communication system?
A8. We recently made a switch to Voice Over IP and are not currently interested in making another transition.

Q9. In section 3.4, what kind of templates are you looking to generate? (I.E. email, text, etc.)
A9. Email, Text and Voice templates for items such as, but not limited to: attendance, grades, credits,etc

Q10. In section 3.4 to capture information on users that download documents, where are users downloading documents from?
A10.. If possible we would like the system to tell us who the user is, and what device was used to download the documents.

Q11. How are you looking to schedule conferences?
A11. Online, within specific timeframes that can be flexible or vary.

Q12. Who are you looking to schedule conferences with?
A12. Parents/ guardians

Q13. Are you looking to host video conferences online with this new system?
A13. Video conferences are not a priority for this contract at this time.

Q14. Can you please go into more detail about "Teacher and classroom communication options"? How are you looking to communicate? Who is communicating with who?
A14. The intention is for teachers to be able to send notifications directly to students, through text and/or email, for issues such as tests, assignments, and class news.

Q15. What records are you looking to connect PeopleSoft with to the new system? How quickly do you want that information to move to the new system? Is the integration one direction or bi-directional?
A15. To clarify, PeopleSoft is not our existing Student Information System, PowerSchool is the name of the system. Student and parent contact information is an example of records to be connected. Information currently moves nightly, but we welcome other options. Integration with PowerSchool is one directional to the system.

Q16. Section 4.1B, Item 6, seems to imply a five year contract term. Is that correct?
A16. The section in question erroneously makes reference to a four year term that is not otherwise identified elsewhere in the RFP package. Disregard any specific reference to number of contract years. The assumption of the RFP committee is that a fixed, multi-year, agreement will be the result of this process, but there is no specific requirement to which respondents must adhere.

Adam B Tulin
Purchasing Officer
Dated: October 11, 2019