

The School Board of Miami-Dade County, Florida
SCHOOL BOARD ADMINISTRATION BUILDING
Procurement Management
1450 N.E. 2 Avenue, Room 352
Miami, Fl. 33132

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BID/RFP ADDENDUM

Date: July 21, 2003
Addendum No. 1

BID/RFP No.: 126-CC04
BID/RFP TITLE: TELECOMMUNICATION ATTENDANCE SYSTEM

This addendum modifies the conditions of the above referenced BID/RFP as follows:
BIDDER QUALIFICATION FORM: OPENING DATE POSTPONED TO JULY 29, 2003
BID PROPOSAL FORM (FORMAT B): PAGES 1 AND 2 ARE REPLACE TO CLARIFY "COST"
REVISED SPECIFICATIONS: PAGES 1 THROUGH 6
QUESTIONS AND ANSWERS: PAGES 1 THROUGH 3
REFERENCE SHEET

The attached pages containing clarifications, additional information and requirements constitutes an integral part of the referenced bid.

If your bid/proposal has not been mailed, substitute the pages marked REVISED and mail your entire bid/proposal package. **REMEMBER TO SIGN THE BIDDER QUALIFICATION FORM.**

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2. If your bid/proposal has been mailed, sign and return this addendum form with the revised pages by the time and date indicated on the Bidder Qualification Form. **BY SIGNING THIS ADDENDUM, THE VENDOR AGREES TO THE TERMS AND CONDITIONS CONTAINED IN THE BIDDER QUALIFICATION FORM AND ALL RELATED BID DOCUMENTS.**

I acknowledge receipt of Addendum Number

PLEASE NOTE: If your firm has mailed a copy of this bid/proposal to another vendor, it is your responsibility to forward them a copy of this addendum.

(PLEASE TYPE OR PRINT BELOW)

LEGAL NAME OF BIDDER: _____

MAILING ADDRESS: _____

CITY, STATE ZIP CODE: _____

TELEPHONE NUMBER: _____ E-MAIL I.D. _____ FAX # _____

BY: SIGNATURE (Manual): _____
OF AUTHORIZED REPRESENTATIVE
NAME (Typed)- _____ TITLE: _____
OF AUTHORIZED REPRESENTATIVE

COMPLETE USING
TYPEWRITER
OR
BALL-POINT PEN
ONLY.



Miami-Dade County Public Schools

School Board Administration Building
1450 Northeast Second Avenue
Miami, Florida 33132

Direct all inquiries To
Procurement
Management Services

BUYER NAMED:
Linda Cantin
LCantin@SBAB.dade.k12.fl.us
TDD PHONE (305) 995-2400

BIDDER QUALIFICATION FORM

BID NO. 126-CC04 **BID TITLE** TELECOMMUNICATION ATTENDANCE SYSTEM **REVISED**
BIDS WILL BE ACCEPTED UNTIL 2:00 P.M. **ON** July 29, 2003 **IN ROOM 351,**
SCHOOL BOARD ADMINISTRATION BUILDING, 1450 NE 2ND AVENUE, MIAMI, FL. 33132, AT WHICH TIME THEY WILL BE
PUBLICLY OPENED. BIDS MAY NOT BE WITHDRAWN FOR 120 **DAYS AFTER OPENING. (REFER TO INSTRUCTIONS TO**
BIDDERS, para.IV.B.)

THE SUBMISSION OF THE BID BY THE VENDOR, ACCEPTANCE AND AWARD OF THE BID BY THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA, AND SUBSEQUENT PURCHASE ORDERS ISSUED AGAINST SAID AWARD SHALL CONSTITUTE A BINDING, ENFORCEABLE CONTRACT. UNLESS OTHERWISE STIPULATED IN THE BID DOCUMENTS, NO OTHER CONTRACT DOCUMENTS SHALL BE ISSUED.

I. A. BIDDER CERTIFICATION AND IDENTIFICATION. (SEE INSTRUCTIONS TO BIDDERS, para. I. A.2.)

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same materials, supplies, or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid; and I certify that I am authorized to sign this bid for the bidder.

B. Vendor certifies that it satisfies all necessary legal requirements as an entity to do business with the School Board of Miami-Dade County, Florida.

II. INDEMNIFICATION

The Bidder shall hold harmless, indemnify and defend the indemnities (as hereinafter defined) against any claim, action, loss, damage, injury, liability, cost or expense of whatsoever kind or nature including, but not by way of limitation, attorney's fees and court costs arising out of bodily injury to persons including death, or damage to tangible property arising out of or incidental to the performance of this Contract including goods and services provided thereto) by or on behalf of the Bidder, whether or not due to or caused in part by the negligence or other culpability of the indemnity, excluding only the sole negligence or culpability of the indemnity. The following shall be deemed to be indemnities: The School Board of Miami-Dade County, Florida and its members, officers and employees.

III. PERFORMANCE SECURITY. Refer to INSTRUCTIONS TO BIDDERS, para I.A.1., and VI., and check (x) below:

WHEN PERFORMANCE SECURITY IS REQUIRED I WILL FURNISH A:

Performance Bond _____ Check (Cashier's, Certified, or Equal) _____

PLEASE TYPE OR PRINT BELOW

LEGAL NAME OF VENDOR : _____

MAILING ADDRESS : _____

CITY, STATE, ZIP CODE : _____

TELEPHONE NUMBER : _____ FAX # _____

BY: SIGNATURE (ORIGINAL) : _____ DATE _____
OF AUTHORIZED REPRESENTATIVE

NAME (TYPED) : _____ TITLE _____
OF AUTHORIZED REPRESENTATIVE

The School Board of Miami-Dade County, Florida
 Bid #126-CC04
 Telecommunication Attendance System

BID PROPOSAL FORM (FORMAT B)

REVISED

Type or print the complete name of the bidder:
 Bid # 126-CC04
 Telecommunication Attendance System
 Buyer: L. Cantin

PLEASE COMPLETE ALL AREAS

NAME OF BIDDER:

Item	DESCRIPTION	Unit		
	Award may be made to a maximum of two (2) responsive responsible bidders meeting specifications, per option.		COST PER SCHOOL LESS THAN 151 SCHOOLS (ACCUMULATIVE) "COST PER DAY"	COST PER SCHOOL MORE THAN 150 SCHOOLS (ACCUMULATIVE) "COST PER DAY"
	OPTION A: FULLY AUTOMATED SYSTEM			
	Items 1 through 5 awarded on a total low bid basis meeting specifications			
1	ELEMENTARY		\$	\$
2	MIDDLE		\$	\$
3	SENIOR		\$	\$
4	ALTERNATIVE ED		\$	\$
5	BROADCAST MESSAGES 1ST 10 PER SCHOOL		No Cost	No Cost
	Items 6 through 10 for information only			
6	BROADCAST MESSAGES AFTER 1ST 10 ELEMENTARY		\$	\$
7	BROADCAST MESSAGES AFTER 1ST 10 MIDDLE		\$	\$
8	BROADCAST MESSAGES AFTER 1ST 10 SENIOR		\$	\$
9	BROADCAST MESSAGES AFTER 1ST 10 ALTERNATIVE ED		\$	\$
10	ADDITIONAL OPTIONS AND FEATURES			

BID PROPOSAL FORM (FORMAT B)

REVISED

Type of project:
 Name of the bidder:
 Bid # 126-CC04
 Telecommunication Attendance System
 Buyer: L. Cantin

**PLEASE COMPLETE
 ALL AREAS**

NAME OF BIDDER:

Item	DESCRIPTION	Unit		
	Award may be made to a maximum of two (2) responsive responsible bidders meeting specifications, per option.		COST PER SCHOOL LESS THAN 151 SCHOOLS (ACCUMULATIVE) "COST PER DAY"	COST PER SCHOOL MORE THAN 150 SCHOOLS (ACCUMULATIVE) "COST PER DAY"
	OPTION B: AUTOMATED SYSTEM WITH MANUAL OPERATOR INTERVENTION Items 11 through 15 awarded on a total low bid basis meeting specifications			
11	ELEMENTARY		\$	\$
12	MIDDLE		\$	\$
13	SENIOR		\$	\$
14	ALTERNATIVE ED		\$	\$
15	BROADCAST MESSAGES 1ST 10 PER SCHOOL		No Cost	No Cost
	Items 16 through 20 for information only			
16	BROADCAST MESSAGES AFTER 1ST 10 ELEMENTARY		\$	\$
17	BROADCAST MESSAGES AFTER 1ST 10 MIDDLE		\$	\$
18	BROADCAST MESSAGES AFTER 1ST 10 SENIOR		\$	\$
19	BROADCAST MESSAGES AFTER 1ST 10 ALTERNATIVE ED		\$	\$
20	ADDITIONAL OPTIONS AND FEATURES			

**Miami-Dade County Public Schools
Bid # 126-CC04
Telecommunication Attendance System
Specifications**

I. Purpose of the Bid

The purpose of this bid is to establish a contract, at firm unit prices, for a Telecommunication Attendance System with two options. **Option A - Fully Automated System (with possible manual operator intervention)** **Option B -Automated System with Manual Operator Intervention System.**

II. Award

- A. Award of this contract will may be to a maximum of the two (2) lowest responsive, responsible bidders, for ~~each~~ Option A and Option B, that meet the requirements of this bid. Each vendor will be utilized as determined by Miami-Dade County Public Schools (M-DCPS).
- B. The award of this bid will be for a two-year period with an option for an additional one-year renewal.
- C. The award will be for alternative ed., elementary, middle, and senior high schools with a fixed price for each type of school. Each type will have 2 prices. One price if the vendor supports a total less than 151 schools and a second price if the total number of schools supported is greater than 150.

III. Description of the System

Option A – Fully Automated System (with possible manual operator intervention)

At a minimum the system must be capable of the following:

- A. Accepting an automated download of data from M-DCPS. The information being downloaded and its format will be determined by M-DCPS.
- B. Automatically placing calls.
 - B.1. Differentiating between voice and answering machine answer.
- C. Automated delivery in English, Spanish or Creole. ~~M-DCPS~~ Each school will provide awarded vendors with ~~the appropriate~~ a scripted message for each language. no message will be longer than 45 seconds.

Bidders must possess the ~~equipment, software and expertise to~~ resources to provide the following:

- D. Receive an automated download of student information for all students absent from school in all selected schools in the format provided by M-DCPS. The student information will be preceded by a header record and followed by a trailer record. The successful vendors must be able to accept and process these records and immediately notifying the school of any problem.

Download retrieval must follow M-DCPS Network Data Security Policy via the use of PGP (Pretty Good Privacy) encryption keys and will require vendor to specify static IP address and subnet mask.

SAMPLE OF POTENTIAL RECORD LAYOUTS

HEADER		
Element	Length	Value
School number	4	AAAA
Date of run	8	FORMAT (CCYYMMDD)
Time	2	12 for noon, 04 for 4 PM run

RECORD FORMAT	
Element	Length
School number	4
Student's last name	14
Student's first name	10
Student's middle name	10
Student's appendage name	1
Area code	3
Phone number	7
Student number	7
Home Language Code	2

TRAILER		
Element	Length	Value
School number	4	7777
Number of students selected	6	

- E. The successful vendors must download all available student information twice each school day. The student's information will be available for download and processing at 1:00 P.M. and 5:00 P.M. Calls must be placed between 1:00 PM and 4:00 9:30 P.M. for ~~these absent student records retrieved at 1:00 PM and between 5:00 PM and 9:00 PM for those retrieved at 5:00 PM.~~ All calls must be placed on the same day the student is absent.
- F. The system must have the ability to flag student records with a "no consecutive recalls" using procedures defined by the school. Otherwise recalls will be made for all absences. When no record is received for a student that has the "no consecutive recall" flag set the flag must be reset or cleared.
- G. Vendors must be able to add or remove a school within fourteen (14) days of notification.
- H. No message will be left on an answering machine.

Option B – Automated System with Manual Operator Intervention System

The system must be capable of the following:

- A. Accepting an automated download of data from M-DCPS. The information being downloaded and its format will be determined by M-DCPS.
- B. Automatically placing calls.

B.1. No message will be left on an answering machine.

- C. Providing live operator intervention prior to playing the recorded message in English, Spanish or Creole. ~~M-DCPS will provide the awarded vendors with the appropriate message~~ each school will provide a scripted message to the selected vendor with the appropriate message for each language. Each message will be no longer than 45 seconds.

Bidders must possess the equipment, ~~software and expertise to~~ resources to provide the following:

- D. Receive an automated download of student information for all students absent from school in all selected schools in the format provided by M-DCPS. The student information will be preceded by a header record and followed by a trailer record. The successful vendors must be able to accept and process these records and immediately notifying the school of any problems.

Download retrieval must follow M-DCPS Network Data Security Policy via the use of PGP (Pretty Good Privacy) encryption keys and will require vendor to specify static IP address and subnet mask.

SAMPLE OF POTENTIAL RECORD LAYOUTS

HEADER		
Element	Length	Value
School number	4	AAAA
Date of run	8	FORMAT (CCYYMMDD)
Time	2	12 for noon, 04 for 4 PM run

RECORD FORMAT	
Element	Length
School number	4
Student's last name	14
Student's first name	10
Student's middle name	10
Student's appendage name	1
Area code	3
Phone number	7
Student Number	7
Home Language Code	2

TRAILER		
Element	Length	Value
School number	4	ZZZZ
Number of students selected	6	

E. The student's information will be available for download and processing at 1:00 PM and 5:00 PM. Calls must be placed between 1:00 PM and 4:00 ~~9:30 P.M. for those absent student records retrieved at 1:00 PM and between 4:00 PM and 9:00 PM for those retrieved at 5:00 PM.~~ All calls must be placed on the same day the student is absent.

F. Adjust the automatic dialing time between phone calls to enable the live intervention operator to process each call if someone answers the call.

G. The intervention operator will:

1. Determine the language in which to play the recorded message.
2. Determine who has answered the call, ~~and ascertain the reason for the student's absence.~~
3. Verify that the student lives at the location contacted.
4. ~~Attempt to determine the correct location/phone number of the student, if the student does not live at the contacted location, by vendor contacting school attendance clerk to confirm the information received is correct.~~

~~5. 4. Play a recorded message for the parent or guardian.~~

~~6. Call school if any information is incorrect.~~

H. The system must have the ability to flag student records with a "no consecutive recalls" using procedures defined by the school. Otherwise recalls will be made for all absences. When no record is received for a student that has the "no consecutive recall" flag set the flag must be reset or cleared.

I. Vendors must be able to add or remove a school within fourteen (14) days of notification.

IV. Reporting

A. By 9:00 a.m. on the following school/work day after the student is absent, the school must be provided with a spreadsheet of each call, ~~the format to be determined by M-DCPS,~~ containing student number, name and result, in result sequence. At the school's discretion, Schools must receive this information by e-mail or fax. Transmission confirmation is suggested, but not required. In the event that there are three (3) consecutive wrong numbers, the vendor will call the contact designated by the school and advise of this condition.

B. The following result codes must be used:

OPTION (A) – Fully Automated System

1. Wrong telephone numbers
2. Telephone disconnects or temporary disconnects
6. No answer – after attempted callback or late time is reached (includes busy signal)
7. Hang ups before message is complete
8. The message was left with an individual

OPTION (B) – Automated System with Manual Operator Intervention System

1. Wrong telephone numbers
2. Telephone disconnects or temporary disconnects
3. Student not residing at the phone number provided
4. New address/phone number (if provided) Busy signal
5. Parents not reached or student answered
6. No answers – after attempted callbacks or the late time limit is reached

- 7. ~~Hang-ups before message is complete~~
- H. ~~The message was left on answering machine~~
- 8. The message was left with an individual
- 9. ~~Parents contacted, message not played~~

Additional result codes may be added at the discretion of M-DCPS.

- C. A copy of the data must be retained and provided for a minimum of 30 days following the absence.
- D. At Within 5 working days after the end of each 9-week reporting period, vendor will provide summarized data to Attendance Services in spreadsheet format. The data to be reported and the format of the spreadsheet will be determined by M-DCPS. The current minimum data required will include:

OPTION (A) – Fully Automated System

- 1. School Name and number
- 2. Number of wrong phone numbers
- 3. Number of disconnects
- 4. Number of no answer calls
- 5. Number of incomplete calls
- 6. Number of Complete calls

OPTION (B) - Automated System with Manual Operator Intervention System

- 1. School number and name
- 2. Number of ~~error calls~~ wrong numbers
- 3. Number of telephone disconnects
- 4. Number of students not residing at the phone number provided
- 5. Number of parents not reached
- 6. Number of incomplete calls
- 7. Number of no answer calls
- 8. Number of complete calls

V. Invoicing

- A. Payment is net 45 days from receipt of invoice.
- B. Charges are to be detailed by school and billed monthly, in arrears, for actual days and dates of service.
- C. Invoices must be summarized for the period and contain a MDCPS purchase order number. In addition to the standard contractor invoicing information, the following information is needed for each charge location.
 - 1. Period covered
 - 2. Miami-Dade County Public Schools site location name and number.
 - 3. Billable days in period. Billable day is defined as a school day excluding broadcast message.
 - 4. Daily rate

5. **Total charge for location**

D. **Broadcast message must be billed on separate invoice, to the individual school.**

E. **In order to effectively and successfully monitor and evaluate the operations of this bid and to process the expenses in a timely and efficient manner it is essential that the initial receipt of an invoice by M-DCPS be no longer than 180 days after service. Invoices received after 180 days from the date of service will be treated a vendor write-off and will not be billable to M-DCPS. Therefore, those invoices will not be paid.**

VI. **Additional Information**

A. **No start up fees**

B. **Specify on bid form a list of any and all additional options/features and their cost**

C. **Provide, at no cost, ten free broadcast messages per school, per year. On bid form, specify cost of additional broadcast per school type.**

D. **A minimum of 1 (one) visit per 9 (nine) week period must made by the vendor representative to every school on the contract bid.**

VII. **Cancellation**

Service for an individual school or the entire District can be cancelled at any time. The vendor will be notified in writing, at least 14 days prior to cancellation. There will be no early termination charges for canceling service.

Questions and Answers

Page (1)

I. Will a response for Option A: Fully Operated, be considered if capability for operator intervention is not available.

Purpose of the Bid, Option A now reads Fully Automated System.

I. If Fully Automated with Operator, when is it required?

Purpose of the Bid has changed. Option A now reads Fully Automated System.

II.A. How will the award be determined?

The award may be recommended to the two lowest responsive, responsible bidders meeting specification, for Option A and for Option B.

III.C. How will the script be delivered, and who will provide, and what is the length of the message?

Each school will provide a scripted message to the selected vendor with the appropriate message for each language. Each message will be no longer than 45 seconds.

III.C. Where do we list equipment, software and experience?

A list of equipment, and software is not required. Bidders are requested to include experience of at least two years in an automated telephone service capacity with their bid.

III.E. Schedule of placing calls does not appear to be the best methodology.

III.E. has been revised. Calls must be placed between 1:00 p.m. and 9:30 p.m.

III.G.2 Request is contrary to reporting requirements. Should delete "ascertain the reason."

III.G.2 has been revised.

III.G.4. "Attempt to determine the correct location/phone number of the student.." is contrary to reporting requirements.

III.G.4. Has been revised

III.G.6 Do you want this in addition to fax transmission. Is it required to confirm fax transmission?

"Call school if any information is incorrect" has been changed, see IV A.

Reference Sheet
Bid #126-CC04
Telecommunication Attendance System



Bidder: _____

Representative: _____

Email _____
 Phone _____
 Fax _____

Number of years experience in automated telephone service:
Years:
Type of service:

URL: _____

Years in Business: _____

Please list below a minimum of 3 of your most recent references and indicate the type of service provided. References will be verified.

References: Company	Contact	Address	Phone & Email	Type of service	Years of service

Questions and Answers

Page (2)

IV.A. When will we be advised of format and will interim format be allowed. What final format is adopted?

IV.A. has been revised.

IV.B.B Temporary disconnect should be listed separately.

Telephone disconnects and temporary disconnects can be combined.

IV.B.C. Is "student not residing at phone number" the same as wrong phone number?

No.

IV.B.H. Has policy changed on leaving a voice mail on answering machine.

The successful vendor(s) are not permitted to leave voice mail messages on answering machines.

IV.B. Is there a time limit for additional codes to be added.

IV.B. has been revised. No additional codes will be added.

IV.D. How long after 9-week period does vendor have to submit report?

Within 5 working days after the end of the 9-week reporting period.

IV.D.2 What are error calls.

IV.D.2 Revised to clarify

Is "Total Calls" supposed to be included on report.

No

VI.C. If broadcast message is to be invoiced separately, who keeps record of broadcast messages, because the first ten are free.

Vendor will document ten free calls prior to invoicing for broadcast messages.

Questions and Answers

Page (3)

VI.A. What is a start up fee.

MDCPS will not accept invoicing for any service not listed in this bid.

VI.C. Is there a schedule for ten free broadcast messages, should a school sign-up late. Will they be pro-rated.

There is no schedule for providing the ten free broadcast messages, and they will not be pro-rated.

VI.D. Who is responsible for keeping a log of vendor visits, and where do they submit.

Vendor will keep a log of school visits, and provide to Attendance Services.