



THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA
 SCHOOL BOARD ADMINISTRATION BUILDING
 Procurement Management Services
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BID/RFP ADDENDUM

Date: 4/25/2024

Addendum No. 1

BID/RFP No. RFP-23-016-CM BID/RFP TITLE: Instant Messaging and Parent Notification System

This addendum modifies the conditions of the above-referenced BID/RFP as follows:

Please see attached responses to submitted questions. Additionally, the deadline has been extended to May 14, 2024 at 1pm. All other terms and conditions apply.

All information, specifications terms, and conditions for the above-referenced BID/RFP, are included on the document posted on the Procurement Management website at <http://procurement.dadeschools.net>

The attached pages containing clarifications, additional information and requirements constitute an integral part of the referenced bid. If your bid/proposal has not been submitted, substitute the pages marked REVISED and mail your entire bid/proposal package.

I acknowledge receipt of Addendum Number _____

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

(PLEASE TYPE OR PRINT BELOW)

LEGAL NAME OF BIDDER: _____

MAILING ADDRESS: _____

CITY, STATE ZIP CODE: _____

TELEPHONE NUMBER: _____ E-MAIL _____ FAX # _____

BY: SIGNATURE (Manual): _____
 OF AUTHORIZED REPRESENTATIVE

NAME (Typed): _____ TITLE: _____
 OF AUTHORIZED REPRESENTATIVE

RFP-23-016-CM Questions

INSTANT MESSAGING AND PARENT NOTIFICATION SYSTEM

1. **QUESTION:** The RFP has a requirement stating "Demonstrable capacity to currently support at least 37,000 full and part-time employees, 350,000 students, 500 school locations, 600,000 parent portal accounts, 110,000 community portal accounts, and offices with room for growth. Documentation must be presented validating proposer's contracted calling capacity." Are there specific SLAs that the District is expecting when it comes to timeframes for message delivery?
ANSWER: To distribute 400,000 (each) voice calls and emails for receipt within the hour.
2. **QUESTION:** The RFP has a requirement asking "Can system generate a standard status report for each notification campaign?" What items or metrics would be included in a standard status report for a notification campaign?
ANSWER: Statistical breakdown of totals as well as delivery status for each recipient in each mode of communication, including but not limited to, emails opened/blocked and phone calls answered/sent to voicemail.
3. **QUESTION:** How many teachers does M-DCPS have?
ANSWER: More than 16,000.
4. **QUESTION:** What SIS does the District use?
ANSWER: The district uses a homegrown mainframe SIS.
5. **QUESTION:** The RFP mentions that oral presentations may take place - would these presentations be held onsite at the district or virtually?
ANSWER: The delivery of oral presentations is determined by the Selection Committee.
6. **QUESTION:** Is there an estimated date oral presentations may take place?
ANSWER: Please see response to Question 5.
7. **QUESTION:** Is Exhibit 15 "Proposed Contract Agreement" required to be signed & submitted with our proposal?
ANSWER: No, but please provide any exceptions to the contract terms.
8. **QUESTION:** Is there a budget for this project that you can share?
ANSWER: No, however, the previous not to exceed amount was \$331,200 per year.
9. **QUESTION:** The RFP has this question/requirement: "Does your system provide a mechanism for two-way communication (reporting party and Sc for reporting anonymous security-related and criminal incident tips?" Is a two-way classroom communication tool in scope for this project?
ANSWER: No.
10. **QUESTION:** Is onsite support/training required per this RFP?
ANSWER: Preferred, but not mandatory.

11. **QUESTION:** Can you clarify the functionality you are looking for when the RFP asks: "Does the system support a scripting language for message creation?"?

ANSWER: The ability to input typed text for the system to generate a voice call.

12. **QUESTION:** Can you clarify the functionality you are looking for when the RFP asks: "Does your system provide Publisher-type bulletin creation & dissemination capabilities?"?

ANSWER: The inclusion of preset templates that can be used by end users to create bulletins, newsletters, standard messages, and emergency alerts, among others.

13. **QUESTION:** Can you clarify the functionality you are looking for when the RFP asks: "Does the mobile system have the ability to be integrated onto another mobile application, such as the District's mobile app?"?

ANSWER: If the district would like to utilize something like push notifications or connect your solution to our iOS and Android mobile app can that be done

14. **QUESTION:** Page 16 of the RFP states that "A copy of the most recent audited financials is requested to be submitted with the proposal." This type of information is proprietary and we do not typically provide this in RFP responses. Would providing our Sam.gov report and/or giving the District confirmation that we can provide reasonable proof of our sound financial status upon award be sufficient for our proposal?

ANSWER: Please provide a copy of your audited financial statements.

15. **QUESTION:** What SIS is Miami-Dade School District using?

ANSWER: See number 4 above

16. **QUESTION:** Are you seeking a parent app as part of the solution?

ANSWER: No.

17. **QUESTION: SECTION - 4.2 – PURPOSE OF REQUEST FOR PROPOSALS**

- a. The RFP states that the 'in-house solution that will handle distribution of....'. Is the expectation that the in-house solution will distribute using its own delivery solutions (SMS, email, voice), or is the expectation that the in-house solution will facilitate the message recipients who will receive the messages via the winning vendor's delivery solution?

ANSWER: The vendor solution should provide all functionality.

18. **QUESTION: 4.2.1 – SPECIFICATIONS - Item 1**

- b. How should our solution support your 110,000 community portal accounts? Is there a broader or more general use case that our solution should solve outside school and parent usage?

ANSWER: No.

19. **QUESTION: 4.2.2.32**

- c. What is meant by emergency tones? **ANSWER: Example: Amber Alerts.** Is this to be done on the message's receiving device? **ANSWER: Yes.**

20. **QUESTION: 4.2.2.(73-77)**

- d. Is there any supplemental information regarding or user guide to help vendors understand more about the M-DCPS application being referred to?

ANSWER: Not at this time

21. QUESTION: 4.2.2.83

- e. What is meant by a District Mobile app?

ANSWER: The district has in house developed iOS and Android mobile app. Is there a link or user guide for more information? ANSWER: Not currently.

22. QUESTION: 4.2.2.90

- f. What is the expected implementation timeline from contract start to launch?

ANSWER: Per Section 4, Training section #90, please provide a response.

23. QUESTION: During the pre-proposal conference call, it was mentioned that charter schools would receive the same pricing.

- g. In this RFP, are charter schools included in the scope of schools to notify? **No**
h. Is the expectation that charter schools can use the awarded solution as a standalone system, or will they simply be users on Miami Dade's instance of the awarded solution? If yes, will charter schools work directly with the vendor when implementing the awarded solution?

ANSWER: Charter schools should receive the same rate as M-DCPS, but to be signed as a separate contract and supported by the vendor while under the purview of M-DCPS administrative users.

24. QUESTION: During the pre-proposal conference call, it was mentioned that the vendor should expect 3 staff users per school to contact the sponsor directly.

- i. What types of roles and tiles would these staff users be?

ANSWER: Principals and Vice/Assistant Principals, as well as other designated staff, such as Counselors, Activities Directors, Registrars, etc.

25. QUESTION: During the pre-proposal conference call, was it mentioned that our subcontractor(s) needed to be on the cover page?

- j. Can you clarify this requirement more? Do the subcontractors need to sign this page, and does a notary need to be involved?

Answer: Exhibit 1 does not require notarization. The subcontractor should complete the Exhibit 18.

26. QUESTION: How does the district plan for teachers to use the system for notifications?

ANSWER: N/A, unless designated by school administration for general message distribution.

27. QUESTION: How many messages per modality (email, voice, texts) are delivered per day, week, month, year?

ANSWER: All messages, districtwide, charter included, calendar year: 40,004,946

28. QUESTION: How many monthly surveys are expected to be delivered through the awarded solution?

ANSWER: Unlimited.

29. **QUESTION:** Can you please specify whether vendors should use the response format on page 24 or the one on pages 26-27 of the RFP?
ANSWER: Please use the format specified in Section 6.
30. **QUESTION:** Can the District provide a breakdown by message delivery type (SMS, E-Mail, Telephone call, Mobile App) , the total number of messages sent Last year?
ANSWER: Voice calls, districtwide, charter included, calendar year: 16,781,441 • Emails, districtwide, charter included, calendar year: 20,601,945 • Texts, districtwide, charter included, calendar year: 2,621,560.
31. **QUESTION:** Can the District breakdown the different message volumes by message type: Attendance messages, Emergency messages, Community outreach messages and survey messages. **ANSWER:** Attendance: 4,492,684 phone calls, 1,107 Emails, and 1,158 SMS • Emergency: 507,233 phone calls, 2,835,732 Emails, and 115,973 SMS • General: 12,789,724 phone calls, 17,764,872 Emails, and 2,504,125 SMS • Surveys: 140 Surveys sent from May 26, 2022 to current date
32. **QUESTION:** Are some message subjects delivered only by Email, or do all message get sent though Email, SMS text and phone calls (where contact information exists)?
ANSWER: Messages are sent via any/every combination of media.
33. **QUESTION:** Under Section 4.2 (2) the District states that the solution must integrate with an existing M-DCPS in-house solution via API that will handle distribution of recorded phone calls, voicemail messages, push notification capabilities etc..... Is the District looking for a system to provide the distribution infrastructure (dialing, texting, E-mail services etc..), or does M-DCPS already handle message distribution?
ANSWER: The vendor solution must handle all the above.
34. **QUESTION:** Does the M-DCPS system have an existing API, or would M-DCPS be able to leverage An API provided by the vendor?
ANSWER: Leverage an API provided by the vendor
35. **QUESTION:** Can the district provide additional details regarding the API? Is it a REST or SOAP or other type of API?
ANSWER: Any of the aforementioned APIs
36. **QUESTION:** Do you have a list of the specific languages you would want to be able to send messages in? Do all message types require translation into all languages?
ANSWER: English, Spanish, Haitian-Creole.
37. **QUESTION:** Can the District elaborate on the need to provide a daily upload of student contact data? Would it be desirable to maintain student contact data in a database so that only updates/ or changes would need to be updated on a periodic basis?
ANSWER: Provide selected vendor with a daily student file to capture any changes in student enrollment
38. **QUESTION:** Are there any other systems beyond M-DCPS that the district would want to integrate with to deliver emergency and other messages, such as Social Media sites, or District websites?
ANSWER: No.

39. **QUESTION:** Can you please provide the desired functionality of the integrations listed?
ANSWER: Please elaborate.

40. **QUESTION:** Does Miami-Dade require a MB/WE partner even if no subcontractor's are required by the vendor in order to receive the 15 points listed in the evaluation criteria?

ANSWER: Please refer to Section 7 of the solicitation regarding certified firm participation.

41. **QUESTION:** Is it possible to get a 2 week extension? The turn-a-round time given all the requirements seems very tight.

ANSWER: The deadline for the solicitation has been extended to Tuesday, May 14, 2024.