



THE SCHOOL BOARD OF MIAMI-DADE COUNTY, FLORIDA  
 SCHOOL BOARD ADMINISTRATION BUILDING  
 Procurement Management Services  
 1450 N.E. 2nd Avenue, Room 650  
 Miami, FL 33132

Direct All Inquiries To Procurement Management Services Buyer's Name: _____ PHONE: (305) 995-_____ Email: _____ TDD PHONE: (305) 995-2400
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**BID/RFP ADDENDUM**

Date: \_\_\_\_\_

Addendum No. \_\_\_\_\_

BID/RFP No. \_\_\_\_\_ BID/RFP TITLE: \_\_\_\_\_

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

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

*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 I.D. \_\_\_\_\_ FAX # \_\_\_\_\_

BY: SIGNATURE (Manual): \_\_\_\_\_  
 OF AUTHORIZED REPRESENTATIVE

NAME (Typed): \_\_\_\_\_ TITLE: \_\_\_\_\_  
 OF AUTHORIZED REPRESENTATIVE

RFP-18-043-CM

Instant Messaging and Parent Notification System

1. **Question:** My question pertaining to this bid is that can the vendors have more time or request an extension to submit a proposal as it is a big contract to prepare for.  
**Answer:** The deadline for the submission of this proposal is Tuesday, May 14, 2019.
2. **Question:** Can you please provide the attendees to today's call?  
**Answer:** Yes, please see attached document.
3. **Question:** Is it mandatory that the mobile messaging is 2 -way?  
**Answer:** Yes
4. **Question:** Is it mandatory that the vendor has messaging capabilities for all RFP criteria: Voice, Emergency text messages, and 2 way texting or if 1 vender does not meet all criteria will multiple awards be made.  
**Answer:** No, it is not mandatory.
5. **Question:** Will the ENS solution be used for emergency notifications only or for day to day as well?  
**Answer:** The ENS would be used for both.
6. **Question:** What is the estimated number of notification that could be sent per year?  
**Answer:** For SMS notification, we estimate around 400,000. For phone calls, we estimate around 1,000,000 since this is used for a variety of things i.e. attendance, principal messages, Superintendent, etc.
7. **Question:** In regards to pricing; are staff and parents considered additional to the per student FTE pricing or are they considered "free".  
**Answer:** Parents and students are the same group and counted by FTE. Employees are free.
8. **Question:** For the 600,000 parent portal accounts and 110,000 community portal accounts is the requirement that the system included these 700,000 users in the recipient database or that the system integrates with the portals to post notifications?  
**Answer:** Please provide within your proposals the capabilities of your application.

9. **Question:** One quick point of clarification I wanted to ask about. Page 9, item 1.14 outlines the district's commitment to Small/Micro, Minority/Women-Owned and Veteran Businesses. If a company that does not qualify as one of these wanted to subcontract a portion of the work to be done under the contract to a certified business, would this count toward the 5 available points outlined as part of the evaluation criteria in Section 5? And, if so, does the district have a percentage goal that aligns with a certain number of points? (For example, if I subcontract 5% of the total contract value to a certified minority owned business, how many points would this equate to in the evaluation)?

**Answer:** Per Section 5 of the RFP, there is up to an available 5 points maximum for SBE, MBE and/or VBE certified firms. This includes subcontractors who are certified as well.

10. **Question:** Section 2.3 – please provide some guidance as to how to respond to these references. M-DCPS is the 4th largest in the country. The chances that a bidder has similar customer(s) of this size are unlikely (save the incumbent). What are you looking for in this response? What is acceptable?

**Answer:** We are looking for information that shows that the application is able to scale to a District of our size.

11. **Question:** #32 - Describe how your system routes calls to ensure it does not overburden the local area communication network. – The question implies voice calls. Does M-DCPS want the ability to deliver SMS, email and VOICE (IVR) calls? All Three (3)?

**Answer:** Yes, and if those features can be purchased as a separate function or if they are integrated and need to be purchased as one option.

12. **Question:** #46 – same related question to #2. Are VOICE calls part of the deliver package?

**Answer:** Yes.

13. **Question:** Is it possible to get the Exhibit forms in a format we can type on them? Or, do we hand write the response on them?

**Answer:** We are currently only able to provide Exhibits in the current format.

14. **Question:** Article X of the incumbent contract states, "...Administrators, faculty and staff shall be included in the Service Fee at no incremental cost ...". There are 42,000+ staff and employees in the pool. Are we to interpret this to mean there is no charge for these, that is FREE? Or is it no "additional charge" per administrator, faculty and staff over and above the per student charges negotiated? To be clear, that this pool pays the same as the per student charge.

**Answer:** Yes, this should be at a no cost offering to the District.

15. **Question:** How many bound original, copies, and electronic versions are required for submission? There is conflicting instructions between Section 1.9 and Section 4.2 included below.
- a. Section 1.9 Proposal Submission states: One (1) unbound original proposal with all attachments and original signatures. Six (6) bound copies of original proposal and Six (6) electronic versions on CD or USB Drive.
  - b. Section 4.2 All RFP Proposers must submit one (1) unbound, one-sided original and eight (8) bound copies of the complete proposal, eight (8) electronic versions on CD or USB drive. See Section 1.9

**Answer:** Please provide copies based on Section 1.9 - One (1) unbound original proposal with all attachments and original signatures. Six (6) bound copies of original proposal and Six (6) electronic versions on CD or USB Drive.

16. **Question:** In Exhibit 11 the proposal states “In no more than thirty (30) pages, each proposer must include...” however there are numerous required forms and 97 requirements to respond to. Does the page limitation include required forms? Can the page limitation be increased?

**Answer:** The page limit requirement does not apply to the required forms and Exhibits. In addition, as indicated in the pre-proposal conference, please provide additional documentation as an Appendix.

### **Change Management**

17. **Question:** What dedicated staff does the district have available to change manage the transition to a new mass notification system?

**Answer:** This will be a combination of staff from the Office of Communications and Information Technology Services.

18. **Question:** What department at the district will be supporting end users through the change and how are they staffed?

**Answer:** Office of Communications will coordinate with other departments and schools

19. **Question:** How much ongoing support and training will be required by the vendor vs. managed by the district?

**Answer:** Should provide the training for all the locations and post go-live support

### **Solution Focused**

20. **Question:** Will the district require the ability to send 300-character text messages?

**Answer:** Yes.

21. **Question:** Will multi-hierarchical site structures for communicating to user segments be necessary?

**Answer:** Yes.

22. **Question:** Regarding Language Translation needs – Is it also important to be able to be able to send messages in multiple languages by parsing the Recipients automatically from your data feed by language column?

**Answer:** Yes.



