

INVITATION TO SUBMIT PROPOSAL FOR:
Parent Notification System
WALKER COUNTY SCHOOLS
WALKER COUNTY, GEORGIA

Sealed proposals for the development, implementation, user training and maintenance of a parent notification system for the Walker County Board of Education (WCBOE) that will provide a turnkey notification system comprised of software, installation, testing, training, maintenance, and all other services described in the Request for Proposal (RFP) will be received in the office of the Walker County Board of Education at 201 South Duke Street, LaFayette, GA 30728 no later than April 10, 2008 at 2:30 p.m.

Proposal submission information and any applicable forms may be obtained from the Walker County Board of Education offices at 706-638-7980 or by visiting the Board Office at 201 South Duke Street, LaFayette, Georgia 30728.

Interested parties shall submit their proposal indicating how their proposal meets the requirements contained in the RFP documents.

This RFP is intended to provide a standard base from which to evaluate alternatives for a parent notification system to allow the respondents flexibility in providing the most appropriate and cost-effective system.

The solicitation of proposals shall in no manner be construed as a commitment on the part of the School District to make an award. The right is reserved by School District to waive minor irregularities in any proposal, to reject any or all proposals, to solicit new proposals, or to accept any proposal, which is deemed to be more advantageous to WCBOE.

Information to Proposers:

K-12 School District Parent Notification System
Walker County Board of Education
Walker County, Georgia

SECTION I. GENERAL SCOPE

1. DEFINITIONS

For the purposes of this document, the following definitions apply:

Proposer: Entity submitting a proposal in response to this Request for Proposals

RFP: This Request for Proposals

WCBOE: Walker County Board of Education

Vendor: Proposer selected by WCBOE after evaluation of all qualifying proposals

Successful Proposer: (see Vendor)

2. INVITATION

The Walker County Board of Education (WCBOE) seeks competitive proposals from qualified Proposers to provide access to a Parent Notification System that will provide a comprehensive and ready-to-use Parent Notification System including, but not limited to software, installation, testing, training, maintenance, configuration and all other items contained herein. The successful Proposer will be responsible for providing WCBOE with any and all documentation and training materials in both digital media (CD/DVD) format and paper manuals, necessary training to provide sufficient knowledge of all application operations, procedures, and troubleshooting for a minimum of three administrative users plus three technology support persons, any applicable software or components, and any applicable online services such as troubleshooting resources. Further, any additional items requested within this Request for Proposal (RFP) shall also be considered the responsibility of the successful Proposer.

This Request for Proposal (RFP) is intended to provide a standard base from which to evaluate alternatives for a Parent Notification System and to allow each respondent flexibility in providing the most appropriate and cost-effective solution. After receipt of the proposal, and prior to signing the contract, WCBOE has the right to modify the solution requirements or optional features. WCBOE reserves the right to reject any Proposer that in the WCBOE's opinion does not have adequate qualifications. WCBOE reserves the right to reject any or all proposals and to advertise for new proposals. WCBOE reserves the right to waive minor irregularities and formalities. WCBOE reserves the right to negotiate for the modification of any proposal with its selected Proposer. WCBOE reserves the right to reject any incomplete, conditional, ambiguous, obscure or improperly submitted proposal. WCBOE reserves the right to reject any proposal based upon experience statements made by persons either declared as references or

by persons known by WCBOE to have had business experience with the Proposer. WCBOE reserves the right to select a successful Proposer based upon factors that make the proposal the most advantageous to WCBOE.

3. DEADLINE FOR SUBMISSION

The original copies of the proposal must be submitted before April 10, 2008 at 2:30 p.m. in a sealed envelope clearly marked on the outside as follows:

Parent Notification System – RFP #08/06
Walker County Department of Education
Attention: Debbie Broome
201 South Duke Street
LaFayette, Georgia 30728

Proposals may be withdrawn by requesting such withdrawal in writing at any time prior to April 10, 2008. After such date and time, proposals shall be binding without modification or amendment.

4. RFP QUESTIONS AND COMMENTS

Any questions or comments regarding discrepancies or omissions in this Request for Proposal must be submitted prior to April 10, 2008 at 2:30 p.m. to:

Parent Notification System Bid Question
Walker County Board of Education
Attention: Debbie Broome
201 South Duke Street
LaFayette, GA 30728
(706) 638-1240

SECTION II. SCOPE

The following summarizes the scope and the key components that the parent notification system is to contain. This is not intended to be a complete description of the parent notification system's requirements. The Proposer should describe in its proposal the extent to which Proposer's parent notification system will be able to meet the requirements and details of the installation as outlined in this section. Additionally, the Proposer should submit information on additional features, requirements, and optional costs in an addendum.

1. PROPOSAL REQUIREMENTS

Operating System:

- System must be capable of operating in Windows XP, Windows VISTA, Windows 2000, Apple Macintosh OSX 10.1-10.5 system environments and must be compatible with multiple Internet web browsers, including but not limited to, Internet Explorer, Safari and Firefox.

Technology:

- System must utilize proposers data to populate parent notification database on a daily basis. Databases from which exports may originate include, but are not limited to:
 - PowerSchool
 - Nutrikids
 - Transfinder
- System must be able to exporting reports to Microsoft Word, Microsoft Excel 5.0 Spreadsheets (*.xls), HTML, Text - ASCII (*.txt), Tab delimited text (*.txt), Data interchange format (*.dif), Rich text format (*.rtf) and Character separated values (*.csv).
- Database must be able to be manipulated, amended to, deleted from, without intervention from vendor.
- Proposer MUST include in the proposal recommended hardware requirements (not minimum requirements) for using their parent notification system and a list of items that must be purchased outside of this RFP. Hardware recommendations must be made with the expectation that hardware upgrades will not be attempted for three years after initial hardware purchase.
- If purchase of any required or suggested hardware from the successful Proposer is an option, information and costs of that hardware should be included in the proposal as an OPTIONAL addition.

Functionality:

- All Administrators and Principals must be able to make an unlimited number of emergency calls.
 - WCBOE deems emergency calls to include, but not be limited to: inclement weather, school closing for any reason (with the exception of holidays), general security announcements, and transportation emergencies (bus break down, delays, or route changes).
- All Administrators, Teachers, School Staff, Principals and IT Personnel must be able to make an unlimited number of the following types of calls, including but not limited to:
 - Attendance
 - Cafeteria Balance
 - Library Balance
 - Sporting Events
 - Special School Functions
 - Testing
 - Report Cards
- System must be accessible by all Administrators, Teachers, Staff, Principals, and IT Personnel.

- Provider must allow an unlimited number of Administrators, Teachers, Principals, Staff, and IT Personnel to access the system for calling parents at no extra charge beyond the stated bid price.
- System must be capable of handling approximately 9200 numbers within 1 hour for emergencies.
- System must be accessible by telephone and the Internet by Administrators, Teachers, Principals, School Staff and IT Personnel.
- System must utilize call consolidation.
- System must be capable of making Average Grade calls based on Proposers most recent data.
- System must automatically generate human voice attendance calls.
- System must not use a “text-to-speech” program for automated calls.

Surveys:

- System must be able to create multi-question surveys.
- System must allow surveys to be recorded using voice (not text-to-speech).
- System must allow for multiple survey responses including:
 - Yes/No
 - True/False
 - Numeric Value
 - Agreement Scale
 - Multiple Choice
 - Multiple Choice (All that apply)
 - Freeform response

Parent Access:

- System must give parents 24-hour access to all messages via telephone and the Internet.
- System must provide a web portal for parents to, at a minimum:
 - Listen to all messages
 - Respond to surveys
 - Record messages for school administrators.
- System must allow parents to update their contact information via an Internet web portal.

Vendor (Successful Proposer):

- The vendor must provide support, on-site training and service directly and not through third-party resellers or support companies/organizations.
- The vendor must offer unlimited toll-free phone support and online support utilizing pcANYWHERE, WebEx, NetMeeting, or comparable remote support software.
- The vendor must include the first year of annual support and maintenance as part of the initial contract.
- The vendor must configure all initial accounts for Administrators, Teachers, Staff, Principals, and IT Personnel.
- The vendor shall provide a full set of manuals in both digital (CD/DVD) and printed media.

- The vendor must not charge an annual licensing fee.
- The vendor must provide, to a district-determined number of individuals, a minimum of 24-hours of training within the first year of implementation plus up to an additional 16 hours of training over a three-year period, totaling a minimum of 40 hours of training in the first three years; On-site training is preferred, on-line training is acceptable. If offering on-line training, Vendor must also submit the cost of on-site training as an addendum.
- The vendor shall completely and fully install, set up, implement, and provide training on the system to the satisfaction of WCBOE.
- All labor and other costs for items listed in this RFP are to be included in the bid proposal. Any additional costs needed for services, including but not limited to, troubleshooting and support during the installation, implementation, and training should be included in the bid price.