

Questions for RFP #251-26-202 – Youth Suicide Prevention Program

Reference	Vendor Question	Answers
Technical Specifications, p. 6	Will WCPSS handle rostering centrally, or is the vendor expected to maintain ongoing integration and updates?	Yes. We provision Staff and Student datasets in the format and mapping required to function with third-party systems. Integration details can be determined based on the most suitable solutions.
Technical Specifications, p. 6	Please clarify the data policy – Should user data be deleted within six months of removal, while also maintaining student data for five years? How should vendors reconcile these two requirements?	User data is derived from active status in the source of record. Access points need to be provisioned based on active or terminating status, as these control user access. Student data has a five-year retention period from the point of exit, after which it is either purged or archived to comply with State requirements.
Technical Specifications, p. 6	Beyond “24/7 utilization”, does WCPSS expect a specific uptime SLA (e.g., 99.9%)?	This is currently managed on a case-by-case basis, with the goal of achieving 100% uptime as we transition to a fully hosted solution.
Scope of Work, p. 5	The RFP states that the program must include “a response system to seek additional support”. Can you clarify what level of response is expected? For example, should this be an in-platform escalation feature that alerts counselors, or is providing referral protocols and training sufficient?	Providing protocol/guidance for when to refer and any related training is sufficient.
Scope of Work, p. 5	Is the expectation that the program will be implemented district-wide across all middle and high schools at once, or would a phased rollout be acceptable?	Ideally it will be all middle and high schools at once.
Vendor Qualifications, p. 7	The RFP requires two references where at least 40,000 students were served. Would combined multi-district implementations meeting that scale be acceptable, or must this come from a single district?	All references will be considered.
Cost Proposal, p. 8	Does WCPSS have an anticipated or allocated budget range for this project that vendors should be aware of when structuring proposals?	Not that can be shared at this time.
Scope of Work, p. 5	What is the expected implementation timeline? Since the RFP is due in September after the school year has started, should vendors plan to launch mid-year, or extend through the following school year?	Details not yet finalized.
Technical Specifications, p. 6-7	Can you clarify what level of school or district IT involvement vendors should expect during implementation (e.g., rostering,	We provide partnering technical and process support for all vendors on technical platforms on any stage.

	troubleshooting, or teacher setup)? Should vendors plan to handle all technical support directly, or will there be designated WCPSS staff to assist on the school side?	
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