

Questions for RFP #251-27-94 – Communications Software Solution

Reference	Vendor Question	Answers
Technical Specifications	The Technical Questionnaire and Data Confidentiality Security agreement documents mentioned are not included in the RFP. Are these to be provided upon award for review and execution?	This will be required during the review process.
Execution Page & Attachment B	Can vendors use electronic signatures (e.g., DocuSign) on forms required by the RFP?	While original signatures are preferred, electronic signatures are acceptable.
Proposal Evaluation	The RFP describes evaluation generally but does not provide scoring weights/criteria. Will WCPSS issue an evaluation rubric (technical, cost, experience, references, etc.)?	Not at this time.
Technical Specifications, page 5	Can the District please provide a copy of the “WCPSS Technical Questionnaire” or clarify what part of the RFP this is referring to?	That will be sent separately by Tech Services during the review process.
Technical Specifications, page 5	Can the District please provide a copy of the “WCPSS Data Confidentiality Security agreement”?	That will be sent separately by Tech Services during the review process.
Execution, page 2	Given the timeline for this proposal process, would the district consider accepting digital proposals via email?	No.
Section 3 – Scope of Work, page 13	Should the proposed Communications Software Solution function solely as a communications/broadcast platform, or should it also support case management, request tracking, and workflow routing associated with incoming communications?	The Communications Software solution will be used solely as a communications/broadcast platform.
Section 3 – Scope of Work, page 13	The district recently released an RFP for IT Service Management. Should respondents assume the district intends for the Communications Software Solution to integrate with and/or share a system of record with the ITSM platform for request tracking, workflow routing, and reporting?	No, this will be stand alone.
Section 4, Functional Requirements, page 15	Does the District require the ability to track, document, and manage escalations, complaints, investigations, or ombudsman-type cases that originate through communication channels and may involve multiple departments?	No.
Section 4, Functional Requirements, page 15	Should the proposed solution support automated routing, service level tracking (SLAs), escalation rules, and cross-department workflows tied to incoming communications and service requests?	No.

Section 4, Functional Requirements - Reporting, page 17	What level of reporting and analytics is the district expecting for executive leadership (e.g., response times, resolution times, issue trends, department workload, escalation frequency, customer satisfaction)?	None.
Section 4, Reporting Requirements - Communication Channels, page 16	Does the District intend for all communication channels (web, email, phone, SMS, chatbot) to be managed and tracked within a single platform, including interaction history and status tracking?	Not currently.
Section 4, Functional Requirements - Knowledge Base, page 18	Is the District seeking both a public-facing knowledge base for families and an internal knowledge base for staff within the same system to ensure consistent responses across departments and communication channels?	No.
Section 5, Integration Requirements, page 19	Does the District require a constituent historical view where staff can see previous inquiries, cases, and communications from a parent, staff member, or community member across departments in one place?	No.
Section 6, Implementation/ Deployment, page 21	Is the District planning for an initial implementation within the Communications department only, or a phased districtwide implementation that may expand to additional departments over time?	No, this is communication between guardians and school staff. No plans for expansion.
Section 4, Functional Requirements – Call Center/Telephone, page 16	Should call center functionality (IVR, call routing, call tracking, and reporting) be included within the same system as written communications and requests, or may this be a separate system?	No.
Technical Specifications, pages 5-6	How should vendors respond to this table?	Address how the specifications will be met by your software.
Technical Specifications, page 5	Can the district provide more information about the Technical Questionnaire mentioned in the paragraph under the “Technical Specifications” header? Where is the questionnaire?	That will be sent separately by Tech Services during the review process.
Execution Page, page 2	Would the district consider extending the due date of the RFP?	No.