

COMMONWEALTH OF VIRGINIA

**COUNTY OF HENRICO**

**RFP # 16-1248-8EF**

DEPARTMENT OF FINANCE

CECELIA H. STOWE, CPPO, C.P.M.

PURCHASING DIRECTOR

**September 7, 2016**

**REQUEST FOR PROPOSAL**

**ELECTRONIC NOTIFICATION SYSTEM – ANNUAL CONTRACT FOR**

**HENRICO COUNTY PUBLIC SCHOOLS**

**COUNTY OF HENRICO, VIRGINIA**

Your firm is invited to submit a proposal to provide an annual contract for an Electronic Notification System for Henrico County Public Schools in accordance with the enclosed specifications. The submittal, consisting of the original proposal and **seven (7)** additional copies marked, “Electronic Notification System” will be received no later than 2:00 **p.m., October 7, 2016, by:**

IN PERSON OR SPECIAL COURIER U.S. POSTAL SERVICE

County of Henrico County of Henrico

Department of Finance Department of Finance

Purchasing Division OR Purchasing Division

**8600 Staples Mill Road - NEW LOCATION** P O Box 90775

Henrico, Virginia 23228 Henrico, Virginia 23273-0775

**This RFP and any addenda are available on the County of Henrico Purchasing website at** [**http://henrico.us/purchasing/**](http://henrico.us/purchasing/)

To receive an email copy of this document, please send a request to: [fal51@henrico.us](mailto:fal51@henrico.us) .

Time is of the essence and any proposal received after **2:00 p.m., October 7, 2016**, whether by mail or otherwise, will be returned unopened. The time of receipt shall be determined by the time clock stamp in the Purchasing Division, Department of Finance. Proposals shall be placed in a sealed, opaque envelope, marked in the lower left-hand corner with the RFP number, title, and date and hour proposals are scheduled to be received. Offerors are responsible for insuring that their proposal is stamped by Purchasing Division personnel by the deadline indicated.

Nothing herein is intended to exclude any responsible firm or in any way restrain or restrict competition. On the contrary, all responsible firms are encouraged to submit proposals. The County of Henrico reserves the right to accept or reject any or all proposals submitted.

The awarding authority for this contract is the Purchasing Director.

Technical questions concerning this Request for Proposal should be submitted to **Eileen Falcone** [**fal51@henrico.us**](mailto:fal51@henrico.us) **no later than September 20, 2016.**

Very truly yours,

Cecelia H. Stowe, CPPO, C.P.M.

Purchasing Director

Eileen Falcone

Procurement Analyst III

804-501-5637

8600 STAPLES MILL ROAD/P O BOX 90775/HENRICO VA 23273-0775

(804) 501-5660 FAX (804) 501-5693

NON PROFESSIONAL - REVISED AUG 2015

REQUEST FOR PROPOSAL

**ELECTRONIC NOTIFICATION SYSTEM – ANNUAL CONTRACT FOR**

**HENRICO COUNTY PUBLIC SCHOOLS**

**COUNTY OF HENRICO**

**I. INTRODUCTION:**

The intent and purpose of this Request for Proposal (RFP), and the resulting annual contract, is to obtain the services of a qualified firm to provide a fully hosted Electronic Notification System to include all labor, materials, supervision, training and project management for Henrico County Public Schools (HCPS) in accordance with the Scope of Services section of this solicitation.

**II. BACKGROUND:**

1. Henrico County Public Schools is the 6th largest of the 134 school divisions in Virginia with a nationally recognized educational program. Henrico is located within the greater Richmond, Virginia metropolitan area covering approximately 245 square miles and is geographically and culturally diverse. The County serves approximately 52,000 students in 46 elementary schools, 12 middle schools, 9 high schools, 2 technical centers, 3 program centers and one preschool.
2. The electronic notification system, herein after referred to as the “System”, will provide members of the HCPS community, including teachers, staff, students and parents, and related applicable agencies with timely notice of select events that shall be communicated using a diverse array of available communication technologies. Select events shall include, but not be limited to, notifications of late bus arrivals, student absences, early dismissals and tardies, school security issues, health and medical emergencies, delayed school openings or closings and student activity and event updates, all of which shall be communicated to the HCPS community and applicable related agencies potentially using email, text messaging, cell phones, smartphones, prepaid devices, tablets, land-line phones, cable and broadcast television and the Internet.
3. The goal of the electronic notification system is to notify all of the HCPS community and/or select groups of the HCPS community of significant events by leveraging as many diverse communication technologies as possible. Members of HCPS community will be provided with the opportunity to register to receive notifications and to stipulate their notification preferences. It is essential that the System comprehensively support not only communication across the entire HCPS district but also communication to select subgroups within the district at the school and department levels. The System shall support both high-volume and low-volume calling. The HCPS user-community shall receive the notifications in a timely manner and as expeditiously as possible.
4. The annual contract payment to the current service provider, West Interactive Services Corporation, for SchoolMessenger is $64,990.00. SchoolMessenger has been utilized by HCPS since 2012. The current contract expires August 31, 2017.
5. The following usage data was from the period of 9/1/15 - 6/12/16.

|  |  |
| --- | --- |
| **Sent to:** | **Data** |
| Custom Groups by Phone | 2589 |
| Custom Groups by Email | 2915 |
| Parent/Student by Phone | 2153082 |
| Parent/Student by Email | 2764024 |
| Staff by Phone | 19599 |
| Staff by Email | 334145 |
|  |  |

**III. SCOPE OF SERVICES:**

The Successful Offeror shall provide a comprehensive System, including all hardware, software and operating systems, installation, warranty service, technical support, staff training, and project management, all of which shall be provided on a “turnkey” basis. The System shall meet the minimum requirements specified in this RFP. Offerors shall provide detailed information concerning their ability to meet these requirements and describe any additional features and functionality the System is capable of providing.

The terms "notification(s)" and "message(s)” shall be used interchangeably in this RFP. Additionally, members of the HCPS community that receive notifications from the System shall be referred to as “recipients”. Recipients include teachers, staff, students, parents/guardians, other contacts, and local and staff agencies. HCPS staff that operate, configure and/or generate notifications shall be referred to as “users” or “administrators.”

The Successful Offeror shall provide all labor, materials, supervision, training, and project management services to provide the following:

**A.** General Requirements

1. **Scalability** – ability to adjust to increases in the general population and the student population.

2. **Ease of use** – ability to be operated by staff without extensive technical training.

3. **Surveying** – ability to elicit responses in the form of survey responses from those notified.

4. **Redundancy** – ability to send notifications to the HCPS community despite hardware or software failures, power outages or telecommunication circuit failures. Redundant software and equipment shall be located in two (2) physically separate and distinct locations.

5. **TDD/TTY devices** – ability to deliver notifications to the hearing-impaired through TDD/ TTY (Telecommunications Devices for the Deaf/Teletype) devices.

6. **Single point of entry** – provides a single entry of notifications, from which all communication technologies will derive their input.

7. **Multi-lingual capability** – ability to issue alerts and notifications in multiple languages including, but not limited to, English, Spanish, Vietnamese, Chinese, Arabic, Bosnian/Serbo-Croatian, Portuguese, Korean, and Cambodian/Khmer. Include the languages supported by the proposed System. Translation cannot be through Google Translator.

8. **Flexibility** – ability to adjust to changes within the HCPS community (e.g. new schools) and/or within the County (e.g. area code changes).

9. **Voice distinction** – ability to discern the difference between a human voice, answering machine, fax or voice mail. The System shall have the ability to wait until greeting ends prior to delivering notification to an answering machine.

10. **Remote access** – ability to initiate notifications from remote locations via telephone, a remote desktop, or an internet Web client.

11. **Human voice** – ability to record and deliver messages in the personal voice of the user.

12**. Blended** – ability to record and deliver messages in the personal voice of the user followed by a machine-voice message with personalized messages with flexible user-defined fields.

**B. Registration**

1**.** **Methods of registration** – provide methods by which members of the HCPS community may register with the System to receive or opt-out of notifications from the System. Methods of registration shall include registering by mail, online, in person at the HCPS Central Office or via the Internet.

2**. Methods of notification/communication** – upon the recipient registering, the System shall have the ability to allow the recipient to stipulate which method(s) of notification the community recipient prefers, for example, by land-line, cell phone, text and email.

3**.** **Quiet hours** – -ability for the notification recipient to stipulate quiet hours during which hours select types of notifications would not be sent to select communication technologies. For example, between the hours of 9:00 p.m. and 7:00 a.m. a particular recipient may request not to receive any notifications on a cell phone.

4**. Types of notification** – notifications shall be of two types – mandatory and discretionary. Mandatory notifications will be sent to all individuals and groups selected. By contrast, notification recipients may elect to receive discretionary notifications. The System shall allow the recipient to select the type of discretionary notification received. For example, the HCPS recipient may elect to receive school bus notifications but may elect not to receive PTA notifications.

**C. Notifications**

**1.** Notifications sent by the System to members of the HCPS community shall have the following capabilities and features.

1. It is essential that the System comprehensively support not only communication across the entire HCPS district but also communication to unlimited subgroups within the district at the school and department levels.
2. The System shall support both high-volume and low-volume calling. At the highest call volume, it shall be possible to issue notifications to the entire District. School closing notifications, for example, may be sent to all HCPS subgroups.
3. The System shall also support the issuance of the notifications at the subgroup level (schools, students enrolled in a particular class, grade levels, etc.) as identified and defined by HCPS. For example, Tucker High School parents may be notified of an upcoming PTA meeting.

**2.** Both the high-call volume and low-call volume notifications will be generated by users of the System having varying levels of authority. Accordingly, the System shall have the ability to grant System users, different levels of system authority to generate select types of messages. It is also anticipated that there will be approximately eight (8) users authorized to generate messages per school that have the following roles – Principal, associate principals, assistant principals, principal’s secretary and attendance secretary. Example of notifications anticipated (but are not limited to) are those tabulated in the table below:

|  |  |  |
| --- | --- | --- |
| **USER LEVEL** | **NOTIFICATION RECIPIENT** | **TYPE OF NOTIFICATION** |
| Director of Communications | Entire District | Emergency, weather related school closings |
| Director of Pupil Transportation | Parent/Guardian | School bus delays |
| Director of Student Safety | Staff, Parent/Guardian | School lockdown |
| School Attendance Secretary | Parent/Guardian | Attendance/Truancy |
| School Principal | Staff, Parent/Guardian | Weekly events and info, PTA meetings |
| Area Transportation Supervisor | Parent/Guardian, Bus Drivers | Bus changes, late bus |

**D. Communication Technologies**

The System should leverage as many communication technologies as possible. However, notifications, at a minimum, shall be made by telephone call (land-line or cell phone), wireless text message or email. The Offeror shall include in the proposal information on the types of communication the proposed System works with, including the following:

1**.** **Land lines** – provide notifications through traditional phone service to both home and office telephones.

2. **Mobile devices** – provide notifications through both text to text messaging capable cellular telephones/devices, and/or voice notification.

3. **E-Mail** – provide notifications through both text and HTML based notification messages to recipient’s email.

4. **Internet** – provide notifications through Social Media such as Twitter and Facebook.

**E.** **System Capabilities**

The System shall support both high-volume and low-volume calling for district-wide notifications and school-based notifications, respectively. The System shall be a secure, encrypted system. Utilization of the System shall be limited to only authorized HCPS users. The projected volumes of each type of notification are outlined below. The System shall meet or exceed the following projected abilities and volumes:

1. **Number of Contacts per student** – ability to contact up to seven (7) contacts per student - contacts consist of two (2) primary contacts that are the parents/guardians who reside with the student, two (2) emergency contacts, two (2) alternative contacts and one (1) non-custodial contact. Offeror shall include the number of contacts allowed in the proposed System. Contact information resides within the PowerSchool application.

2. **District wide notifications** – ability to deliver notifications to the entire school district, for example, school closings due to inclement weather.

* 1. **Telephone based notifications Student** – ability to notify the two (2) primary contacts for every HCPS student, totaling approximately 200,000 individuals within 15 minutes. Should the System be unable to reach the primary contacts, subsequent to this initial notification, the System shall have the ability to notify the two emergency contacts for every HCPS student within the next 15 minutes.
  2. **Telephone based notifications Staff –** ability to notify through home phone for every HCPS staff member, totaling approximately 10,000 employees.
  3. **Text message notifications Student** – ability to text message the two (2) primary contacts for every HCPS student within 15 minutes.
  4. **Text message notifications Staff** – ability to text message the cell phone number for every HCPS Staff member totaling approximately 10,000 employees.

3. **School based notifications** – ability to deliver notifications to the entire school group, for example school bus notifications for Tucker High School.

a. **Telephone based notifications Student** – ability to notify the two (2) primary contacts for every student attending a particular school within 15 minutes.

b. **Telephone based notifications Staff** – ability to notify through home phone for every school based staff member totaling approximately 100 per school.

c.. **Text message notifications Student** – ability to notify the two (2) primary contacts for every student attending a particular school within 15 minutes.

d. **Text message notifications Staff** – ability to text the cell phone number for school based staff totaling approximately 100 per school.

4. **Telephone then text** – HCPS recognizes that several event notifications will demand high volume calling within a limited amount of time. It is further recognized that the delivery of notifications to traditional telephones and cell phones will demand considerably more time than delivering notifications via text to text messaging and to email. Consequently, HCPS is especially interested in systems that will also activate notifications simultaneously via text messaging.

**F. Notification Features and Abilities**

Notifications sent to HCPS community recipients shall have the following capabilities and features:

1. **Concurrency** – ability to send two (2) or more notifications to different call lists simultaneously; as well as the ability to place in abeyance a notification should there be a need to send a notification of a higher priority.

2. **Message update** – ability to change/update a message after initial delivery of a notification; ability to cancel notifications or change message and resend to call groups.

3. **Duplicate contacts** – ability to discern, identify and eliminate multiple notifications (within the same media) to same HCPS community recipient should multiple call lists be selected that have the recipient in each call list; also shall preclude recipient from being listed multiple times within a single call lists.

4. **Blocking devices** – notifications will not be blocked by telephone blocking devices.

5. **Custom groups** – ability to send notifications by custom groups defined by HCPS to include district students/staff, school students/staff, student by grade, period or block number, and/or bus number.

6. **Delivery time** – ability to time and date stamp all notification deliveries.

7. **Message delivery** – ability to record messages to be delivered at a later time as identified by user. For example, attendance messages may be sent to parent households in the early evenings.

8. **Automatic delivery** – ability to deliver notifications automatically by linking with other systems. For example, system integration with HCPS student information system, PowerSchool, would issue notifications to parents should a student not arrive at school by 10:00 a.m.

9. **Retry** – ability to retry all undelivered calls for up to a two (2) hour period. Recall busy, no answer and calls which the telephone operator intercepts.

10. **Type of message** – ability to send messages either as a general message and provide a minimum of seven (7) contacts per message (one phone number per contact) or emergency message (multiple phone numbers per contact) and provide a minimum of three (3) communication devices per contact for multiple call situations.

11. **Caller ID** – HCPS district or school telephone number (depending on the type of notification) shall be viewed by notification recipient caller ID.

12. **Text to speech** – ability to include student name, school name, date, period, and school phone number for attendance calls.

13. **Recorded messages** – ability to deliver recorded messages.

14. **Templates** – allow for templates to be used for common notifications such as attendance, lock down, emergencies, etc.

15. **Prioritization** – ability to prioritize selected call lists to first call the numbers either closest to a location or furthest away from a location.

16**.** **Interactive capability** – interactive capability by using touch-tone responses; ability for recipient to respond to notifications via touch-tone telephones, including smart phones. For example, option for parent to indicate reason for absence by using keypad.

17. **Repeat** – ability to repeat messages when requested by notification recipient.

18. **Attachments** – ability for text based notification media (email, etc.) to include attachments with supporting or additional information, photo files, etc.

19. **Preview** – ability to preview a notification prior to delivery.

20. **Inter-agency notifications** – include a mechanism by which to designate notifications to local, county, state or federal emergency agencies or organizations.

21. **Targeting** – ability to provide notifications to a targeted classification within a particular group. Targeting capabilities should include at a minimum, the ability to target subgroups by type within a group, for example – bus drivers, transporting Varina High School students.

22. **Wrong Number** – ability to allow the recipient to respond that the number called by the System is a wrong number by pressing a key on a touch-tone telephone, including smart phones. Explain in the proposal what triggers the number to be removed and how it is done.

23**. Log** – The System shall track all attempted notifications. A System log shall include type of message, the attempted delivery date and time, the delivery status, the message text or recording, the contact name, the contact address, the student name and the student ID number. This log shall be easily searchable by any of these parameters.

**G. System Administration**

1. **Updating** – ability to update the System data and data files (i.e. telephone numbers, email addresses, etc.) at a minimum, on a daily basis.

2. **Administration** – ability to grant System users, different levels of authority to generate select types of messages based on district, department or school role within HCPS. System must limit and control access to only authorized users and provide for primary and secondary (backup) users to send notifications.

3. **Backups** – ability to automatically perform backups at minimum on a daily basis.

4. **Archiving** – All voice and text messaging shall be retained for a minimum of 60 days; logs of successful and unsuccessful notifications shall be retained for a minimum of one year.

5. The Successful Offeror shall provide methods for user account administration that are easy to use and maintain. A detailed description of how accounts are administered and what automation is available for provisioning accounts must be included in the proposal.

6. The System should support a single sign-on solution that does not require staff or students to have a separate account or password for accessing the System. The preferred solution is support for ADFS (Microsoft based Single Sign On) if there are requirements for users to access the application directly through the Successful Offeror’s site. HCPS also supports LDAP as a method of authentication and authorization.

7. The Successful Offeror shall provide a means to identify the individual or client using the application, authenticate the individual and determine the authorities and rights granted to that individual as well as a reporting engine for tracking usage and progress.

8. **Administrative Tool** – An administrative utility shall be part of the System that allows System users to generate notifications, create and modify groups and configure global settings.

9. **Call Uploads** – The System shall provide a programmatic interface either through a web API or autonomous upload tool which can be used to schedule calls at a specific time to a list of students or groups. The interface shall allow for the identification of a list of students or a pre-defined group of students, a pre-defined message, a time that the message should go out, and per-message user-defined fields that can be provisioned with information like School Name, School Telephone Number, Lunch Balance, Bus Number, and Date Information.

**H. Reporting Requirements**

The System shall have a comprehensive reporting ability: (1) to produce standardized reports that capture and summarize, at a minimum but not limited to, the following listed below and (2) to produce letters to be emailed.

**1. Standardized Reports**

a. number of notifications by type

b. number of parents served since inception of service

c. number of students served since inception of service

d. number of households served since inception of service

e. number of parents served since inception of service by type of notification

f. number of students served since inception of service by type of notification

g. number of households served since inception of service by type of notification

h. notification compilation statistics, including but not limited to the number and type (Smartphone, telephone, etc.) of successfully delivered and undelivered notifications, as well as the reason for the failed notification (busy, no answer, etc.); notifications confirmed by the user and number of notification retries

i. a listing of notifications by name of staff member initiating notification(s)

j. response times from initiation of notifications to receipt of notifications by HCPS community recipients

k. a listing of disconnected, operator interception and wrong number telephone numbers

**2. Reporting Capabilities**

a. The System shall be capable of producing letters for email.

b. The System shall automatically generate an attendance letter upon a student reaching a set number of absences during a set time period. For example: generating a letter after the third absence of the student.

c. The System shall be capable of producing scripts for Pupil Transportation (bus scripts) and School Nutrition Services (cafeteria balance scripts).

**I. Survey Response Mechanism**

The System shall incorporate the ability to survey parents/households via telephone calls, and/or email. Surveys via text would be desired.

1. The System shall be capable of creating surveys using both previously prepared and ad-hoc surveys.

2. The System shall be capable of issuing and retrieving information from text based as well as HTML based E-Mail forms, and Internet Web based forms. Recipients receiving HTML based E-Mail forms should be able to respond to the form within the E-Mail, rather than being redirected to the Web page form.

3. The System shall be capable of automatically creating voice-based question/  
responses for use with interactive voice-based telephone surveys.

4. Text and voice survey media must be multilingual, such that the System provides automatic translation of survey instruments. Examples of languages shall include but are not limited to English, Spanish, Vietnamese, Chinese, Arabic, Bosnian/Serbo-Croatian, Portuguese, Korean, and Cambodian/Khmer. Translation cannot be through Google Translator.

5. Responses to survey instruments from each of the various media/communication technologies must have the ability to be consolidated into a single survey response file which can either be viewed on-line, or alternatively downloaded in a format such that the information can be imported into HCPS owned presentation or analysis applications. The minimum formats to be considered for importing data are EXCEL based spreadsheets, and Microsoft Access databases.

**J. Privacy and Security**

1. The Successful Offeror shall not lease, share, rent, sell, or barter personal information (names, addresses and telephone numbers) to anyone at any time. Offeror shall provide with the proposal a comprehensive privacy and security statement to HCPS attesting to obligations to maintain the privacy and security of all data.

2. The System shall be capable of defining access/security levels for users and multiple user groups.

**K. System Interfaces**

1. Any requirements for data exchange must be supported through a common specification.  The exchange of data must be through a common protocol and format and not require the installation of Offeror specific software in the HCPS internal infrastructure.  HCPS will consider non-vendor specific protocols but they must be described in detail in the response.  Offerors shall provide evidence of demonstrated ability for the System to work efficiently and effectively with HCPS information systems ad identified below.
2. The Successful Offeror shall provide methods for user account administration that are easy to use and maintain.  A detailed description of how accounts are administered and what automation is available for provisioning accounts must be included in the proposal.
3. The System shall have the ability to upload information from PowerSchool Student, current version 9.2.4, the student information systems used by HCPS, either directly through an interface or through a data exchange provided to the System.  PowerSchool provides HCPS with grading, attendance, scheduling and reporting.  PowerSchool will be used as the system of record for all student data.
4. The System shall be compatible with Windows 7, 8.x, and 10 and greater.  The System shall be compatible with IE version 10 or greater.  The System shall have the ability to work with future versions for the duration of the contract.
5. The System shall have the ability to import staff information from Oracle-based human resources system either directly through the Successful Offeror’s interface or from a data exchange from the system.
6. The system shall be able to recognize user accounts maintained in HCPS’ User system either directly or through an interface from the system. **HCPS currently uses Active Directory (current schema Win2008; schema for 2017 school year WIN2012) for user management.**
7. The System shall have the ability to receive on a daily basis current student bus assignments and routes from the Edulog, Client version 10.6.8.6, transportation system either directly through the Successful Offeror’s interface or from a data exchange from the system.  EduLog manages bus transportation runs, routes, and student information.  A map tool, which is the geocoding software foundation of the EduLog system, allows updating and modification of geographic system information.  A companion EduLog application server focuses on the needs of special education students and their transportation requirements.
8. The system shall support a feed from our School Nutrition Services system WebSMARTT, Point of Sale Verison 3.15 HF10, to support such notifications as Low Lunch Balance.
9. The proposed data exchange solution (including data requirements, data exchange specifications and protocols) must be described in detail in the Offeror’s proposal.
10. The Offeror must include the per user bandwidth requirements of the System.
11. If the System is reliant on LDAP authentication, HCPS will only accept a defined external IP address to allow Firewall transactions and will not accept the allowance of entire network segments.
12. The System must be able to integrate with HCPS Office365 Email platform.

**L. Computer, Software, and Network Specifications**

The System shall meet all performance requirements defined in this RFP and be currently compatible with the following minimum computer specifications as well as maintaining compatibility with updates/patches/versions of listed software for the duration of the contract (at a minimum beginning with the versions listed below).

**1. High Schools Students and Staff**

a. Software:

OS - Windows 7 SP1 : 64-bit

Internet Explorer 11 and Google Chrome 42.x+

Java version (32-bit): 1.8.0\_45 – 2015-16 school year

Adobe Reader: XI

Adobe Flas(32-bit): 17.0.0.134 - 2015-16 school year

Adobe Shockwave plugin version 12.1.0.150

Silverlight: 5.1.x

Office 2013 (64-bit)

b. Hardware (Based on Latitude 6430s model):

Dimensions & Weight

Width: 13.19" / 335mm

Height: (front/back) 1.06"/26.8mm to 1.22"/30.9 mm

Depth: 8.80" / 223.3mm 14.0-inch HD Display

Weight: 4lbs

14-inch HD Display

128GB SSD Hard Drive

2.60 GHz Intel i5 Processor-Dual Core

4GB DDR3 SDRAM

512K L2 Cache and 3072K L3 Cache

1600 MHz Front Side Bus

USB Ports

2.0 - 1 (USB/eSATA combo)

3.0 – 2

Video output:

VGA

mini HDMI

Video Card

64MB

1366X768 - Native Resolution

Network Connections:

Built-in Wireless Card (802.11g/n 1x1)

10/100/1000 Gigabit Ethernet

Other inputs:

Stereo headphone/Microphone combo jack

Integrated, noise reducing array microphone

Integrated HD video webcam and Dell Webcam Central software

**2. Middle Schools Student, Staff, Central Office and Elementary Staff:**

a. Software:

OS - Windows 7 SP1 : 64-bit

Internet Explorer 11 and Google Chrome 42.x+

Java version (32-bit): 1.8.0\_45 – 2015-16 school year

Adobe Reader: XI

Adobe Flas(32-bit): 17.0.0.134 - 2015-16 school year

Adobe Shockwave plugin version 12.1.0.150

Silverlight: 5.1.x

Office 2013 (64-bit)

b. Hardware (Based on Latitude 6440 model):

Dimensions & Weight

Width: 13.31"/338 mm

Depth: 9.16"/232.60 mm

Height: 1.25"/38 mm

Weight: 4.68lbs

14-inch HD Anti-Glare LED Display

128GB SSD Hard Drive

4th Generation Intel Core up to i7 processor

4GB DDR3 SDRAM

1600 MHz Front Side Bus

Optical drive

USB Ports

3.0 - 4

Video output:

VGA

HDMI

Video Card

Intel integrated HD graphics 4600

Optional AMD Radeon HD 8690M with 2GB memory

Network Connections:

Built-in Wireless Card (802.11a/g/n)

10/100/1000 Gigabit Ethernet

Other inputs:

2 speakers

digital microphone

Integrated, noise reducing array microphone

Integrated HD video webcam and Dell Webcam Central software

3. The System shall be compatible with the following Network specifications:

a 300 Mbps Comcast ENS Data Circuits to High Schools

b. 200 Mbps Comcast ENS Data Circuits to Middle Schools

c. 100 Mbps Comcast ENS Data Circuits to Middle Schools

d. 200 Mbps Verizon TLS Data Circuit to Special program centers

e. 10 Gbps COMCAST Data Circuit at main Data Center for WAN connectivity

f. 6GB Comcast ENI Internet ISP service to Data Center distributed to entire district via WAN circuits

g. CISCO ASA 5580’s FireWalls

h. Secondary Schools utilize either a 10 Gbps or 1 Gbps backbone from the MDF to IDF’s

i. School utilizes CISCO Access points connecting at 1 Gbps back to a POE Cisco 2960 switch.

**M. System Operation and Maintenance**

1. The Successful Offeror shall resolve all system outages within a two (2) hour response time.
2. Issues that have a moderate impact upon system operation, but have a work around to continue System operation shall be resolved within twenty four (24) hours.
3. All other issues that do not have a significant impact upon System operation, but nevertheless still require resolution, shall be resolved within two (2) business days.
4. Offerors shall provide details regarding the help desk support to HCPS and provide less than a four (4) hour response time to resolve problems.

**N. Project Management, Implementation, Testing and Acceptance**

The System shall be fully operational (implementation, training, testing, etc. completed) by August 1, 2017. Offeror must provide a complete plan for the implementation of the System, including a timeline and detailed information with tasks and who is responsible. System final acceptance testing shall be conducted in accordance with the implementation plan that is mutually agreed to and incorporated as part of the contract documents.

**O. Training**

1. The System shall be designed in such a manner that it can be simply operated by any staff member without significant technical knowledge or extensive training.

2. The System shall include initial training for system administrators and users. Train the Trainer model is acceptable. 75 staff users and 10 administrator level will require training based on a Train the Trainer model. Provide a description and an outline of the System’s training program with your proposal.

3. Offerors shall provide training for best practices and training that is needed for a successful implementation and on-going training as needed.

**IV. COUNTY RESPONSIBILITIES:**

Henrico County Public Schools will designate an individual to act as the Project Manager for all work performed under this contract. The Project Manager shall coordinate the work, and shall have the authority to make decisions in writing binding their respective employers on matters within the scope of the contract.

**V. ANTICIPATED SCHEDULE:**

The following represents a tentative outline of the process currently anticipated by the County:

* Request for Proposals distributed September 7, 2016
* Advertised in newspaper September 4, 2016
* Deadline for Questions September 20, 2016
* Receive written proposals October 7, 2016; 2:00 p.m.
* Conduct oral interviews with Offerors November 2, 2016
* Negotiations completed November 2016
* Contract/implementation begins January 2017
* Go-Live August 1, 2017

**VI. GENERAL CONTRACT TERMS AND CONDITIONS:**

1. **Annual Appropriations**

It is understood and agreed that the contract resulting from this procurement (“Contract”) shall be subject to annual appropriations by the County of Henrico, Board of Supervisors. Should the Board fail to appropriate funds for this Contract, the Contract shall be terminated when existing funds are exhausted. The Successful Offeror (“Successful Offeror” or “contractor”) shall not be entitled to seek redress from the County or its elected officials, officers, agents, employees, or volunteers should the Board of Supervisors fail to make annual appropriations for the Contract.

**B. Award of the Contract**

1. The County reserves the right to reject any or all proposals and to waive any informalities.

2. The Successful Offeror shall, within fifteen (15) calendar days after Contract documents are presented for signature, execute and deliver to the Purchasing office the Contract documents and any other forms or bonds required by the RFP.

1. The Contract resulting from this RFP is not assignable.
2. Notice of award or intent to award may also appear on the Purchasing Office website: <http://henrico.us/purchasing/>

**C. Collusion**

By submitting a proposal in response to this Request for Proposal, the Offeror represents that in the preparation and submission of this proposal, said Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person, Offeror or corporation or enter into any agreement, participate in any collusion, or otherwise take any action in the restraint of free, competitive bidding in violation of the Sherman Act (15 U.S.C. § 1 et seq.) or Section 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

**D. Compensation**

The Successful Offeror shall submit a complete itemized invoice on each delivery or service that is performed under the Contract. Payment shall be rendered to the Successful Offeror for satisfactory compliance with the Contract within forty-five (45) days after receipt of a proper invoice.

**E. Controlling Law and Venue**

The Contract will be made, entered into, and shall be performed in the County of Henrico, Virginia, and shall be governed by the applicable laws of the Commonwealth of Virginia without regard to its conflicts of law principles. Any dispute arising out of the Contract, its interpretations, or its performance shall be litigated only in the Henrico County General District Court or the Circuit Court of the County of Henrico, Virginia.

**F. Default**

1. If the Successful Offeror is wholly responsible for a failure to perform the Contract (including, but not limited to, failure to make delivery of goods, failure to complete implementation and installation, and/or if the goods and/or services fail in any way to perform as specified herein), the County may consider the Successful Offeror to be in default. In the event of default, the County will provide the Successful Offeror with written notice of default, and the Successful Offeror shall provide a plan to correct said default within 20 calendar days of the County’s notice of default.

2. If the Successful Offeror fails to cure said default within 20 days, the County, among other actions, may complete the Contract work through a third party, and the Successful Offeror shall be responsible for any amount in excess of the Contract price incurred by the County in completing the work to a capability equal to that specified in the Contract.

**G. Discussion of Exceptions to the RFP**

This RFP, including but not limited to its venue, termination, and payment schedule provisions, shall be incorporated by reference into the Contract documents as if its provisions were stated verbatim therein. **Therefore, Offerors shall explicitly identify any exception to any provisions of the RFP in a separate “Exceptions to RFP” section of the proposal so that such exceptions may be resolved before execution of the Contract.** In case of any conflict between the RFP and any other Contract documents, the RFP shall control unless the Contract documents explicitly provide otherwise.

**H. Drug-Free Workplace to be Maintained by the Contractor** (Va. Code § 2.2-4312)

1. During the performance of this Contract, the contractor agrees to (i) provide a drug-free workplace for the contractor’s employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor’s workplace and specifying the actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

2. For the purposes of this section, *“drug-free workplace”* means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with the Virginia Public Procurement Act, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

**I. Employment Discrimination by Contractor Prohibited**

1. During the performance of this Contract, the contractor agrees as follows (Va. Code § 2.2-4311):

(a) The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

(b) The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.

1. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting the requirements of this section.

2. The contractor will include the provisions of the foregoing subparagraphs (a), (b), and (c) in every subcontract or purchase order of over $10,000, so that the provisions will be binding upon each subcontractor or vendor.

**J. Employment of Unauthorized Aliens Prohibited**

Any contract that results from this Request for Proposal shall include the following language: "As required by Virginia Code §2.2-4311.1, the contactor does not, and shall not during the performance of this agreement, in the Commonwealth of Virginia knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986."

**K. Indemnification**

The Successful Offeror agrees to indemnify, defend and hold harmless the County of Henrico (including Henrico Public County Schools), the County’s officers, agents and employees, from any claims, damages, suits, actions, liabilities and costs of any kind or nature, including attorneys’ fees, arising from or caused by the provision of any services, the failure to provide any services or the use of any services or materials furnished (or made available) by the Successful Offeror, provided that such liability is not attributable to the County’s sole negligence.

**L. Insurance Requirements**

The Successful Offeror shall maintain insurance to protect itself and Henrico and Henrico’s elected officials, officers, agents, volunteers and employees from claims under the Workers' Compensation Act, and from any other claim for damages for personal injury, including death, and for damages to property which may arise from the provision of goods and/or services under the Contract, whether such goods and/or services are provided by the Successful Offeror or by any subcontractor or anyone directly employed by either of them. Such insurance shall conform to the Insurance Specifications. **(Attachment A)**

**M.** **No Discrimination against Faith-Based Organizations**

The County does not discriminate against faith-based organizations as that term is defined in Va. Code § 2.2-4343.1.

**N. Offeror's Performance**

1. The Successful Offeror agrees and covenants that its agents and employees shall comply with all County, State and Federal laws, rules and regulations applicable to the business to be conducted under the Contract.

2. The Successful Offeror shall ensure that its employees shall observe and exercise all necessary caution and discretion so as to avoid injury to person or damage to property of any and all kinds.

3. The Successful Offeror shall cooperate with Henrico officials in performing the Contract work so that interference with normal operations will be held to a minimum.

4. The Successful Offeror shall be an independent contractor and shall not be an employee of the County.

**O. Ownership of Deliverable and Related Products**

1. The County shall have all rights, title, and interest in or to all specified or unspecified interim and final products, work plans, project reports and/or presentations, data, documentation, computer programs and/or applications, and documentation developed or generated during the completion of this project, including, without limitation, unlimited rights to use, duplicate, modify, or disclose any part thereof, in any manner and for any purpose, and the right to permit or prohibit any other person, including the Successful Offeror, from doing so. To the extent that the Successful Offeror may be deemed at any time to have any of the foregoing rights, the Successful Offeror agrees to irrevocably assign and does hereby irrevocably assign such rights to the County.

2. The Successful Offeror is expressly prohibited from receiving additional payments or profit from the items referred to in this paragraph, other than that which is provided for in the general terms and conditions of the Contract.

3. This shall not preclude Offerors from submitting proposals, which may include innovative ownership approaches, in the best interest of the County.

**P. Record Retention and Audits**

1. The Successful Offeror shall retain, during the performance of the Contract and for a period of five years from the completion of the Contract, all records pertaining to the Successful Offeror’s proposal and any Contract awarded pursuant to this Request for Proposal. Such records shall include but not be limited to all paid vouchers including those for out-of-pocket expenses; other reimbursement supported by invoices, including the Successful Offeror’s copies of periodic estimates for partial payment; ledgers, cancelled checks; deposit slips; bank statements; journals; Contract amendments and change orders; insurance documents; payroll documents; timesheets; memoranda; and correspondence. Such records shall be available to the County on demand and without advance notice during the Successful Offeror’s normal working hours.

2. County personnel may perform in-progress and post-audits of the Successful Offeror’s records as a result of a Contract awarded pursuant to this Request for Proposals. Files would be available on demand and without notice during normal working hours.

**Q. Severability**

Each paragraph and provision of the Contract is severable from the entire agreement and if any provision is declared invalid the remaining provisions shall nevertheless remain in effect.

**R. Small, Women-Owned and Minority-Owned (SWAM) Businesses**

The County welcomes and encourages the participation of small businesses and businesses owned by women and minorities in procurement transactions made by the County. The County actively solicits both small business, women-owned and minority (SWAM) businesses to respond to all Invitations for Bids and Requests for Proposals.

All solicitations are posted on the County’s Internet site

<http://henrico.us/purchasing/>

**S. Subcontracts**

1. No portion of the work shall be subcontracted without prior written consent of the County.  In the event that the Successful Offeror desires to subcontract some part of the work specified in the Contract, the Successful Offeror shall furnish the County the names, qualifications, and experience of the proposed subcontractors.  The Successful Offeror shall, however, remain fully liable and responsible for the work to be done by his/her subcontractor(s) and shall assure compliance with all the requirements of the Contract.

2.   The County encourages the contractor to utilize small, women-owned, and minority-owned business enterprises.  For assistance in finding subcontractors, contact the Supplier Relations Manager (804-501-5689) or the Virginia Department of Small Business & Supplier Diversity (SBSD)  [sbsd.virginia.gov](http://www.sbsd.virginia.gov).

**T. Taxes**

1. The Successful Offeror shall pay all county, city, state and federal taxes required by law and resulting from the work or traceable thereto, under whatever name levied. Said taxes shall not be in addition to the Contract price between Henrico and the Successful Offeror, as the taxes shall be solely an obligation of the Successful Offeror and not of Henrico, and Henrico shall be held harmless for same by the Successful Offeror.

2. Henrico is exempt from the payment of federal excise taxes and the payment of State Sales and Use Tax on all tangible, personal property for its use or consumption. Tax exemption certificates will be furnished upon request.

**U. Termination of Contract**

1. The County reserves the right to terminate the Contract immediately in the event that the Successful Offeror discontinues or abandons operations; is adjudged bankrupt, or is reorganized under any bankruptcy law; or fails to keep in force any required insurance policies or bonds.

2. Failure of the Successful Offeror to comply with any section or part of the Contract will be considered grounds for immediate termination of the Contract by the County.

3. Notwithstanding anything to the contrary contained in the Contract between the County and the Successful Offeror, the County may, without prejudice to any other rights it may have, terminate the Contract for convenience and without cause, by giving 30 days’ written notice to the Successful Offeror.

1. If the County terminates the Contract, the Successful Offeror will be paid by the County for all scheduled work completed satisfactorily by the Successful Offeror up to the termination date.

**V.** **County License Requirement**

If a business is located in Henrico County, it is unlawful to conduct or engage in that business without obtaining a business license. If your business is located in the County, include a copy of your current business license with your proposal submission. If your business is not located in the County, include a copy of your current business license with your proposal submission. If you have any questions, contact the Business Section, Department of Finance, County of Henrico, telephone (804) 501-4310.

1. **Environmental Management**

The Successful Offeror shall comply with all applicable federal, state, and local environmental regulations.  The Successful Offeror is required to abide by the County’s Environmental Policy Statement:

<http://henrico.us/pdfs/hr/risk/env_policy.pdf> which emphasizes environmental compliance, pollution prevention, continual improvement, and conservation.  The Successful Offeror shall be properly trained and have any necessary certifications to carry out environmental responsibilities. The Successful Offeror shall immediately communicate any environmental concerns or incidents to the appropriate County staff.

**X. Safety**

1. The Successful Offeror shall comply with and ensure that the Successful Offeror’s personnel comply with all current applicable local, state and federal policies, regulations and standards relating to safety and health, including, by way of illustration and not limitation, the standards of the Virginia Occupational Safety and Health Administration for the industry. The provisions of all rules and regulations governing safety as adopted by the Safety and Health Codes Board of the Commonwealth of Virginia and issued by the Department of Labor and Industry under Title 40.1 of the Code of Virginia shall apply to all work under the Contract. The Successful Offeror shall provide or cause to be provided all technical expertise, qualified personnel, equipment, tools and material to safely accomplish the work specified and performed by the Successful Offeror.

2. Each job site shall have a supervisor who is competent, qualified, or authorized on the worksite, who is familiar with policies, regulations and standards applicable to the work being performed. The supervisor must be capable of identifying existing and predictable hazards in the surroundings or working conditions which are hazardous or dangerous to employees or the public, and is capable of ensuring that applicable safety regulations are complied with, and shall have the authority and responsibility to take prompt corrective measures, which may include removal of the Successful Offeror’s personnel from the work site.

3. In the event the County determines any operations of the Successful Offeror to be hazardous, the Successful Offeror shall immediately discontinue such operations upon receipt of either written or oral notice by the County to discontinue such practice.

**Y. Authorization to Transact Business in the Commonwealth**

1. A contractor organized as a stock or nonstock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership or other business form shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law.

2. An Offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 of the Code of Virginia must include in its proposal the identification number issued to it by the State Corporation Commission. (Attachment D) Any Offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law shall include in its proposal a statement describing why the Offeror is not required to be so authorized.

3. An Offeror described in subsection 2 that fails to provide the required information shall not receive an award unless a waiver is granted by the Purchasing Director, his designee, or the County Manager.

4. Any falsification or misrepresentation contained in the statement submitted by the Offeror pursuant to Title 13.1 or Title 50 of the Code of Virginia may be cause for debarment.

5. Any business entity described in subsection 1 that enters into a contract with a public body shall not allow its existence to lapse or allow its certificate of authority or registration to transact business in the Commonwealth if so required by Title 13.1 or Title 50 of the Code of Virginia to be revoked or cancelled at any time during the term of the contract.

**Z. Payment Clauses Required by Va. Code § 2.2-4354**

Pursuant to Virginia Code § 2.2-4354:

1. The Successful Offeror shall take one of the two following actions within seven days after receipt of amounts paid to the Successful Offeror by the County for all or portions of the goods and/or services provided by a subcontractor: (a) pay the subcontractor for the proportionate share of the total payment received from the County attributable to the work performed by the subcontractor under that contract; or (b) notify the County and subcontractor, in writing, of the Successful Offeror’s intention to withhold all or a part of the subcontractor's payment with the reason for nonpayment.
2. Pursuant to Virginia Code § 2.2-4354, the Successful Offeror that is a proprietor, partnership, or corporation shall provide its federal employer identification number to the County. Pursuant to Virginia Code § 2.2-4354, the Successful Offeror who is an individual contractor shall provide his/her social security numbers to the County.
3. The Successful Offeror shall pay interest to its subcontractors on all amounts owed by the Successful Offeror that remain unpaid after seven days following receipt by the Successful Offeror of payment from the County for all or portions of goods and/or services performed by the subcontractors, except for amounts withheld as allowed in Subparagraph 1. above.
4. Pursuant to Virginia Code § 2.2-4354, unless otherwise provided under the terms of the Contract interest shall accrue at the rate of one percent per month.
5. The Successful Offeror shall include in each of its subcontracts a provision requiring each subcontractor to include or otherwise be subject to the same payment and interest requirements with respect to each lower-tier subcontractor.
6. The Successful Offeror's obligation to pay an interest charge to a subcontractor pursuant to the payment clause in Virginia Code § 2.2-4354 shall not be construed to be an obligation of the County. A Contract modification shall not be made for the purpose of providing reimbursement for the interest charge. A cost reimbursement claim shall not include any amount for reimbursement for the interest charge.

**AA. Contract Period**

1. The initial contract period shall be from September 1, 2017 through August 31, 2018. Contract prices shall remain firm for the contract period.

2. The contract may be renewed for 4 additional one-year periods upon the sole discretion of the County at a price not to exceed 3% above the previous year's prices.

3. The resulting contract should require the Successful Offeror to give at least a ninety (90) day written notice if they do not intend to renew the contract at any annual renewal.

4. The contract shall not exceed a maximum of five (5) years.

**BB. TOBACCO-FREE REQUIREMENT**

County Public Schools (“HCPS”) has a tobacco-free policy on school property. Therefore, the use or display of tobacco products by the Contractor, its suppliers and/or subcontractors on school property is strictly prohibited at all times, including days and/or hours when school is not in session. This includes, but is not limited to, outdoor areas of school properties and personal or business vehicles present on school property.

“Tobacco products” include any lit or unlit cigarette (including candy cigarettes), cigar, pipe, smokeless tobacco, dip, chew, and snuff in any form. This includes electronic cigarettes, cigarette packages, smokeless tobacco containers, lighters, and any other items containing or reasonably resembling tobacco, tobacco product images and tobacco company logos, such as key chains, t-shirts, ash trays, and coffee mugs.   
  
“School property” includes land, buildings, facilities, and vehicles owned or rented by HCPS. School property includes parking lots, playgrounds and recreational areas.

**CC. Contact with Students**

Offerors shall certify that any of its employees or agents who will provide services under the Contract resulting from this procurement and will be in direct contact with Henrico County Public School students on school property during regular school hours or during school-sponsored activities has not been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child. Offerors shall cause any of its subcontractors to provide the same certification described herein with regard to the subcontractors’ employees and agents.

**Henrico County cannot award a contract to an Offeror that does not complete the Attachment E as part of their proposal/submission.**

**DD. Conduct**

1. Fraternization between supplier and teachers or students is strictly prohibited.
2. Use, consumption, and/or possession of any controlled substance, substances considered to be illegal, and alcohol are strictly prohibited on school grounds.
3. Cigarette smoking is prohibited on school grounds.
4. Use of vulgar, suggestive or abusive language or gestures is strictly prohibited on school grounds.
5. Use of radios/stereos or other noise producing equipment shall not be used. No weapons of any kind are allowed on school grounds.

**VII. PROPOSAL SUBMISSION REQUIREMENTS**:

1. The Purchasing Division will not accept oral proposals, nor proposals received by telephone, FAX machine, or other electronic means.
2. All erasures, interpolations, and other changes in the proposal shallbe signed or initialed by the Offeror.
3. The Proposal Signature Sheet **(*Attachment B***) must accompany any proposal(s) submitted and be signed by an authorized representative of the Offeror. If the Offeror is a firm or corporation, the Offeror must print the name and title of the individual executing the proposal. All information requested should be submitted. Failure to submit all information requested may result in the Purchasing Division requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal.
4. The proposal, the proposal security, if any, and any other documents required, shall be enclosed in a sealed opaque envelope. The envelope containing the proposal shall be sealed and marked in the lower left-hand corner with the number, title, hour, and due date of the proposal.
   1. The time proposals are received shall be determined by the time clock stamp in the Purchasing Division. Offerors are responsible for insuring that their proposals are stamped by Purchasing Division personnel by the deadline indicated.
   2. By submitting a proposal in response to this Request for Proposal, the Offeror represents it has read and understand the Scope of Services and has familiarized itself with all federal, state, and local laws, ordinances, and rules and regulations that in any manner may affect the cost, progress, or performance of the Contract work.
   3. The failure or omission of any Offeror to receive or examine any form, instrument, addendum, or other documents or to acquaint itself with conditions existing at the site, shall in no way relieve any Offeror from any obligations with respect to its proposal or to the Contract.
   4. **Trade secrets or proprietary information submitted by an Offeror in response to this Request for Proposal shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protection of this section prior to or upon submission of data or materials, and must identify the data or other materials to be protected and state the reasons why protection is necessary (Va. Code § 2.2-4342.F). (Attachment C)**
   5. A proposal may be modified or withdrawn by the Offeror anytime prior to the time and date set for the receipt of proposals. The Offeror shall notify the Purchasing Division in writing of its intentions.
5. If a change in the proposal is requested, the modification must be so worded by the Offeror as to not reveal the original amount of the proposal.
6. Modified and withdrawn proposals may be resubmitted to the Purchasing Division up to the time and date set for the receipt of proposals.
7. No proposal can be withdrawn after the time set for the receipt of proposals and for one-hundred twenty (120) days thereafter.
8. The County welcomes comments regarding how the proposal documents, scope of services, or drawings may be improved.  Offerors requesting clarification, interpretation of, or improvements to the proposal general terms, conditions, scope of services or drawings shall submit technical questions concerning the Request for Proposal no later than **September 20, 2016** in writing.  Any changes to the proposal shall be in the form of a written addendum issued by the Purchasing Division and it shall be signed by the Purchasing Director or a duly authorized representative.  **Each Offeror is responsible for determining that it has received all addenda issued by the Purchasing Division before submitting a proposal.**
9. All proposals received in the Purchasing Division on time shall be accepted. All late proposals received by the Purchasing Division shall be returned to the Offeror unopened. Proposals shall be open to public inspection only after award of the Contract.

**VIII. PROPOSAL RESPONSE FORMAT**:

1. Offerors shall submit a written proposal that present the Offeror’s qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criterion and to be specific in presenting their qualifications. Your proposal should provide all the information considered pertinent to your qualifications for this project.
2. The Offeror should include in their proposal the following:

1. Table of Contents – All pages are to be numbered

2. Introduction

Cover letter - on company letterhead, signed by a person with the corporate authority to enter into contracts in the amount of the proposal

Proposal Signature Sheet – **Attachment B**

Proprietary/Confidential Information – **Attachment C**

Virginia State Corporation Commission Identification Number Requirement – **Attachment D**

Direct Contact with Students Form – **Attachment E**

Functional Requirements Form– **Attachment F**

3. Executive Summary

Response to Scope of Services –The Offeror should address each section of the **Scope of Services, Sec. III.A-O**, with an indication of the response. The Offeror shall identify any exceptions, referenced to the paragraph number, in a sub section titled “Exceptions”.

Company Profile – Offerors are to present a Company profile that shows the ability, capacity and skill of the Offeror, their staff, and their employees to perform the services required within the specified time. Also include the following:

* + - * 1. Years in business
        2. Experience in K-12
        3. Number of current customers using the proposed System
        4. Project and Supporting Staff – Please provide the response to the following specific questions:

1. Total number of staff:
2. In the entire company
3. In software development, if applicable
4. In product sales
5. In support
6. Describe the involvement, if any of subcontractors in the work
   * + - 1. Resumes of staff that will be assigned to this project

References – provide a minimum of three (3) references from school divisions, who could attest to the Offeror’s past performance to provide services similar to those required for the contract. The list should include contact persons and telephone numbers. Offerors may not use Henrico County as one of their references.

Sub-consultants- Information on any sub-consultants that is necessary to provide the services required. Provide name, experience, address, telephone number and qualifications**. (If Applicable)**

**4.** Implementation Services – Please provide a narrative description describing your approach for providing the requested implementation services. Include a timeline for implementation with tasks, and who is responsible, training, initial use of service. Also include a sample of a test and acceptance plan describing the typical tet procedures and acceptance criteria based on the system being proposed.

5. Project Management – Please provide a narrative description describing your approach for providing the requested project management services.

6. Pricing Schedule–Include all costs associated with providing a web-based System. Include costs for Years 1-5. **Attachment G**

7. Training – Outline all training costs and include a high level overview of topic areas to be reviewed in the training curriculum.

8. Provide an explanation of how your proposed system satisfies and complies with each of the following:

1. Provide evidence of demonstrated ability for the system to work efficiently and effectively with HCPS information systems as described in the Sec. III.K.
2. Provide a description of the system’s comprehensive report capability and copies of sample reports demonstrating this capability.
3. Provide a description of the multilingual capability of the system being proposed outlining languages supported and the additional costs, if any, for obtaining this capability.
4. Provide a statement if the proposed system has the ability to abort subsequent voice notifications should the recipient successfully previously receive text-based type of notifications.

9. Provide copies of all license agreements, software maintenance agreements and any other documents that would need to be executed with your firm for a contract award.

10. Assumptions – list any assumptions made when responding to Scope of Services requirements.

11. Appendices – are optional for Offerors who wish to submit additional material that will clarify their response.

**IX. PROPOSAL EVALUATION/SELECTION PROCESS**:

A. Offerors are to make written proposals, which present the Offeror's qualifications and understanding of the work to be performed. Offerors are asked to address each evaluation criteria and to be specific in presenting their qualifications. Proposals should be as thorough and detailed as possible so that the County may properly evaluate your capabilities to provide the required goods/services.

* 1. Selection of the Successful Offeror will be based upon submission of proposals meeting the selection criteria. The minimum selection criteria will include:

|  |  |
| --- | --- |
| EVALUATION CRITERIA | WEIGHT |
| Functional Requirements   * Extent to which the proposed solutions satisfies the RFP functional requirements * Quality and Ease of Use * Reporting capabilities * Privacy and Security | 25 |
| Technical Requirements   * Extent to which the proposed solution satisfies the RFP technical requirements * Ability to interface with existing and proposed systems | 20 |
| Implementation Services   * Project Approach * Project Plan and Schedule * Project Management * Project Team * Current Workload and ability to complete required work within County schedule * System Training | 15 |
| Experience and Qualifications   * Implementations in K-12 Environment * Financial Stability of Firm * References * Resumes of proposed staff | 15 |
| Price | 20 |
| Quality of proposal submission/oral presentations | 5 |
| TOTAL | 100 |

1. Selection will be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals. Negotiations shall then be conducted with each of the Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the County shall select the Offeror, which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. Should the County determine in writing and in its sole discretion that only one Offeror is fully qualified or that one Offeror is clearly more highly qualified that the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Offeror’s proposal as negotiated.

**ATTACHMENT A**

**INSURANCE SPECIFICATIONS**

The Successful Offeror shall carry Public Liability Insurance in the amount specified below, including contractual liability assumed by the Successful Vendor, and shall deliver a Certificate of Insurance from carriers licensed to do business in the Commonwealth of Virginia. The Certificate shall show the County of Henrico and Henrico County Public Schools named as an additional insured for the Commercial General Liability coverage. The coverage shall be provided by a carrier(s) rated not less than “A-“ with a financial rating of at least VII by A.M. Bests or a rating acceptable to the County. In addition, the insurer shall agree to give the County 30 days notice of its decision to cancel coverage.

**Workers’ Compensation**

Statutory Virginia Limits

Employers’ Liability Insurance - $100,000 for each Accident by employee

$100,000 for each Disease by employee

$500,000 policy limit by Disease

**Commercial General Liability - Combined Single Limit**

$1,000,000 each occurrence including contractual liability for specified agreement

$2,000,000 General Aggregate (other than Products/Completed Operations)

$2,000,000 General Liability-Products/Completed Operations

$1,000,000 Personal and Advertising injury

$ 100,000 Fire Damage Legal Liability

Coverage must include Broad Form property damage and (XCU) Explosion, Collapse and Underground Coverage, unless given the scope of the work this requirement is waived by Risk Management.

**Business Automobile Liability** – including owned, non-owned and hired car coverage

Combined Single Limit - $1,000,000 each accident

NOTE 1: The commercial general liability insurance shall include contractual liability.  The contract documents include an indemnification provision(s).  The County makes no representation or warranty as to how the Vendor’s insurance coverage responds or does not respond.  Insurance coverages that are unresponsive to the indemnification provision(s) do not limit the Vendor’s responsibilities outlined in the contract documents.

NOTE 2: The intent of this insurance specification is to provide the coverage required and the limits expected for each type of coverage. With regard to the Business Automobile Liability and Commercial General Liability, the total amount of coverage can be accomplished through any combination of primary and excess/umbrella insurance. However, the total insurance protection provided for Commercial General Liability or for Business Automobile Liability, either individually or in combination with Excess/Umbrella Liability, must total $3,000,000 per occurrence. This insurance shall apply as primary and non-contributory with respect to any other insurance or self-insurance programs afforded the County of Henrico and Henrico County Public Schools. This policy shall be endorsed to be primary with respect to the additional insured.

NOTE 3: Title 65.2 of the Code of Virginia requires every employer who regularly employs three or more full-time or part-time employees to purchase and maintain workers' compensation insurance. If you do not purchase a workers’ compensation policy, a signed statement is required documenting that you are in compliance with Title 65.2 of the Code of Virginia.

**ATTACHMENT B**

**PROPOSAL SIGNATURE SHEET**

**Page 1 of 2**

My signature certifies that the proposal as submitted complies with all requirements specified in this Request for Proposal (“RFP”).

My signature also certifies that by submitting a proposal in response to this RFP, the Offeror represents that in the preparation and submission of this proposal, the Offeror did not, either directly or indirectly, enter into any combination or arrangement with any person or business entity, or enter into any agreement, participate in any collusion, or otherwise take any action in the restraining of free, competitive bidding in violation of the Sherman Act (15 U.S.C. Section 1) or Sections 59.1-9.1 through 59.1-9.17 or Sections 59.1-68.6 through 59.1-68.8 of the Code of Virginia.

I hereby certify that I am authorized to sign as a legal representative for the business entity submitting this proposal.

|  |
| --- |
| LEGAL NAME OF OFFEROR (DO NOT USE TRADE NAME): |
|  |
| ADDRESS: |
|  |
|  |
| SIGNATURE: |
| NAME OF PERSON SIGNING (print): |
| TITLE: |
| TELEPHONE: |
| FAX: |
| E-MAIL ADDRESS: |
| DATE: |

**Attachment B**

**Page 2 of 2**

**Company Legal Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SUPPLIER REGISTRATION** – The County of Henrico encourages all suppliers interested in doing business with the County to register with eVA, the Commonwealth of Virginia’s electronic procurement portal, <http://eva.virginia.gov>.

eVA Registered? **□ Yes □ No**

**Certifications:**

eVA **□ Yes □ No**

NMSDC\* **□ Yes □ No**

WBENC\*\* **□ Yes □ No**

Business Classification Form – Rev. 02/16

**PLEASE SPECIFY YOUR BUSINESS CATEGORY BY**

**CHECKING THE APPROPRIATE BOX(ES) BELOW.**

**(Check all that apply.)**

**□ SMALL BUSINESS**

**□ WOMEN-OWNED BUSINESS**

**□ MINORITY-OWNED BUSINESS**

**□ SERVICE DISABLED VETERAN**

**□ NON-SWAM \*National Minority Supplier Development Council or**

**Affiliate**

**\*\*Women’s Business Enterprise National Council**

**definitions**

For the purpose of determining the appropriate business category, the following definitions apply:

***"Small business"*** means a business, independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or annual gross receipts of $10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business.

***"Women-owned business"*** means a business that is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

***"Minority-owned business"*** means a business that is at least 51 percent owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or historically black college or university as defined in § 2.2-1604, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.

**"Minority individual"** means an individual who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:

1. "African American" means a person having origins in any of the original peoples of Africa and who is regarded as such by the community of which this person claims to be a part.

2. "Asian American" means a person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Mariana Islands, the Philippines, a U.S. territory of the Pacific, India, Pakistan, Bangladesh, or Sri Lanka and who is regarded as such by the community of which this person claims to be a part.

3. "Hispanic American" means a person having origins in any of the Spanish-speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who is regarded as such by the community of which this person claims to be a part.

4. "Native American" means a person having origins in any of the original peoples of North America and who is regarded as such by the community of which this person claims to be a part or who is recognized by a tribal organization.

***"Service disabled veteran business"*** means a business that is at least 51 percent owned by one or more service disabled veterans or, in the case of a corporation, partnership, or limited liability company or other entity, at least 51 percent of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more individuals who are service disabled veterans and both the management and daily business operations are controlled by one or more individuals who are service disabled veterans.

**"Service disabled veteran"** means a veteran who (i) served on active duty in the United States military ground, naval, or air service, (ii) was discharged or released under conditions other than dishonorable, and (iii) has a service-connected disability rating fixed by the United States Department of Veterans Affairs.

***“Non-SWAM”*** means any category other than small, women-owned or minority-owned (i.e., large, non-or not-for-profit, governmental entity).

**ATTACHMENT C**

**PROPRIETARY/CONFIDENTIAL INFORMATION IDENTIFICATION**

NAME OF FIRM/OFFEROR: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the Offeror must invoke the protections of Va. Code § 2.2-4342.F in writing, either before or at the time the data or other material is submitted.  The written notice must specifically identify the data or materials to be protected including the section of the proposal in which it is contained and the page numbers, and state the reasons why protection is necessary.  The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information.  In addition, a summary of proprietary information submitted shall be submitted on this form.  The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable.  If, after being given reasonable time, the Offeror refuses to withdraw such a classification designation, the proposal will be rejected.

|  |  |  |
| --- | --- | --- |
| SECTION/TITLE | PAGE NUMBER(S) | REASON(S) FOR WITHHOLDING FROM DISCLOSURE |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**ATTACHMENT D**

**VIRGINIA STATE CORPORATION COMMISSION (SCC)**

**REGISTRATION INFORMATION**

**The Bidder or Offeror:**

□ is a corporation or other business entity with the following SCC identification number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **-OR-**

□ is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust **-OR-**

□ is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the Bidder/Offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offer or’s out-of-state location) **-OR-**

□ is an out-of-state business entity that is including with this bid/proposal an opinion of legal counsel which accurately and completely discloses the undersigned Bidder’s/Offeror’s current contacts with Virginia and describes why whose contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

Please check the following box if you have not checked any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids/proposals: □

# ATTACHMENT E

**BID/PROPOSAL RESPONSE**

Name of Bidder/Offeror: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pursuant to Va. Code § [22.1-296.1](http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+22.1-296.1), as a condition of awarding a contract for the provision of services that require the contractor, his employees or subcontractors to have **direct contact with students** on school property during regular school hours or during school-sponsored activities, the school board shall require the contractor to provide certification that all persons who will provide such services have not been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child.

Any person making a materially false statement regarding any such offense shall be guilty of a Class 1 misdemeanor and, upon conviction, the fact of such conviction shall be grounds for the revocation of the contract to provide such services and, when relevant, the revocation of any license required to provide such services.

**As part of this submission, I certify that the employees of, or subcontractors to, the above mentioned contractor that will be providing services that require direct contact with students to the School Board under the resulting contract will have not been convicted of a felony or any offense involving the sexual molestation or physical or sexual abuse or rape of a child. Furthermore, I understand that the duty to certify is ongoing and extends to future employees and employees of subcontractors for the duration of the contract.**

*Signature of Authorized Representative*

*Printed Name of Authorized Representative*

*Printed Name of Vendor (if different than Representative)*

**ATTACHMENT F**

**FUNCTIONAL REQUIREMENTS MATRIX**

**ELECTRONIC NOTIFICATION SYSTEM**

**RFP # 16-1248-8EF**

When responding to the requirements outlined in this attachment, the Offeror should indicate the level of support provided by their solution in the column provided using one of the following Response Codes:

**Y This feature is provided.**

**AD Available with Deviation: feature is currently available but differs slightly. Explain in the comments section. Identify if feature is an additional cost.**

**N This features cannot be provided and does not meet the requirements**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref.**  **No.** |  | **Offeror**  **Response**  **Code** | **Comments** |
| **General Requirements** | | | |
| 1 | **Scalability** - ability to adjust to increases in the general population and the student population. |  |  |
| 2 | **Ease of use** –the ability to be operated by staff without extensive technical training. |  |  |
| 3 | **Surveying** –ability to elicit responses in the form of survey responses from those notified. |  |  |
| 4 | **Redundancy** –ability to send notifications to the HCPS community despite hardware or software failures, power outages or telecommunication circuit failures. Redundant software and equipment shall be located in two (2) physically separate and distinct locations. |  |  |
| 5 | **TDD/TTY devices** –ability to deliver notifications to the hearing-impaired through TDD/ TTY (Telecommunications Devices for the Deaf/Teletype) devices. |  |  |
| 6 | **Single point of entry** –provides a single entry of notifications, from which all communication technologies will derive their input. |  |  |
| 7 | **Multi-lingual capability** –ability to issue alerts and notifications in multiple languages, including English, Spanish, Vietnamese, Chinese, Arabic, Bosnian/Serbo-Croatian, Portuguese, Korean, Cambodian/Khmer. Translation cannot be through Google Translator. |  |  |
| 8 | **Flexibility** - ability to adjust to changes within the HCPS community (e.g. new schools) and/or within the County (e.g. area code changes). |  |  |
| 9 | **Voice distinction** – ability to discern the difference between a human voice, answering machine, fax or voice mail; ability to wait until greeting ends prior to delivering notification to an answering machine. |  |  |
| 10 | **Remote access** – ability to initiate notifications from remote locations via telephone, a remote desktop, or an intranet Web client. |  |  |
| 11 | **Human voice** - ability to record and deliver messages in the personal voice of the user. |  |  |
| 12 | **Blended** - ability to record and deliver messages in the personal voice of the user followed by a machine-voice message with personalized messages with flexible user-defined fields. |  |  |
| **Registration** | | | |
| 1 | **Methods of registration** – ability to register with the System to receive or opt-out of notifications from the System. Methods of registration shall include by mail, online, in person at the HCPS Central Office or via the Internet. |  |  |
| 2 | **Methods of notification/communication** – ability upon recipient registering to allow the recipient to stipulate which method(s) of notification the community recipient prefers, for example, by land-line, cell phone, text and email. |  |  |
| 3 | **Quiet hours** -ability for the notification recipient to stipulate quiet hours during which hours select types of notifications would not be sent to select communication technologies. |  |  |
| 4 | **Types of notification** – notifications shall be of two types – mandatory and discretionary. Mandatory notifications will be sent to all individuals and groups selected. By contrast, notification recipients may elect to receive discretionary notifications. The System shall allow the recipient to select the type of discretionary notification received. |  |  |
| **Notifications** | | | |
| 1a | Comprehensively supports communication across the entire HCPS district and communication to unlimited subgroups within the district at the school and department levels. |  |  |
| 1b | Supports both high-volume and low-volume calling. At the highest call volume, it shall be possible to issue notifications to the entire District. |  |  |
| 1c | Supports the issuance of the notifications at the subgroup level - schools, students enrolled in a particular class, grade levels, etc., as identified and defined by HCPS. |  |  |
| 2 | Ability to grant System users, different levels of system authority to generate select types of messages. |  |  |
| **Communication Technologies** | | | |
| 1 | Ability to leverage multiple communication technologies, including land lines, mobile devices, e-mail, and internet (social media). |  |  |
| **System Capabilities** | | | |
| 1 | Ability to contact up to seven (7) contacts per student. |  |  |
| 2 | **District wide notifications –** ability to deliver notifications to the entire school district, for example, school closings due to inclement weather. |  |  |
| 2a | **District Wide Notifications** - Ability to notify via telephone based notifications the two (2) primary contacts for every HCPS student, totaling approximately 200,000 individuals within 15 minutes. Should the System be unable to reach the primary contacts, subsequent to this initial notification, the System shall have the ability to notify the two emergency contacts for every HCPS student within the next 15 minutes. |  |  |
| 2b | **Telephone based notifications Staff –** ability to notify through home phone for every HCPS staff member, totaling approximately 10,000 employees. |  |  |
| 2c | **Text message notifications Student** – ability to text message the two (2) primary contacts for every HCPS student within 15 minutes. |  |  |
| 2d | **Text message notifications Staff –** ability to text message the cell phone number for every HCPS Staff member totaling approximately 10,000 employees**.** |  |  |
| 3 | **School based notifications –** ability to deliver notifications to the entire school group, for example school bus notifications for Tucker High School**.** |  |  |
| 3a | **Telephone based notifications Student** – ability to notify the two (2) primary contacts for every student attending a particular school within 15 minutes. |  |  |
| 3b | **Telephone based notifications Staff** – ability to notify through home phone for every school based staff member totaling approximately 100 per school. |  |  |
| 3c | **Text message notifications Student** – ability to notify the two (2) primary contacts for every student attending a particular school within 15 minutes. |  |  |
| 3d | **Text message notifications Staff** – ability to text the cell phone number for school based staff totaling approximately 100 per school. |  |  |
| 4 | System activates notifications simultaneously via text messaging. |  |  |
| **Notification Features and Abilities** | | | |
| 1 | **Concurrency** – ability to send two (2) or more notifications to different call lists simultaneously; as well as the ability to place in abeyance a notification should there be a need to send a notification of a higher priority. |  |  |
| 2 | **Message update** – ability to change/update a message after initial delivery of a notification; ability to cancel notifications or change message and resend to call groups. |  |  |
| 3 | **Duplicate contacts** – ability to discern, identify and eliminate multiple notifications (within the same media) to same HCPS community recipient should multiple call lists be selected that have the recipient in each call list; also shall preclude recipient from being listed multiple times within a single call lists. |  |  |
| 4 | **Blocking devices** -notifications will not be blocked by telephone blocking devices. |  |  |
| 5 | **Custom groups** – ability to send notifications by custom groups defined by HCPS to include district students/staff, school students/staff, student by grade, period or block number, and/or bus number. |  |  |
| 6 | **Delivery time** – ability to time and date stamp all notification deliveries. |  |  |
| 7 | **Message delivery** – ability to record messages to be delivered at a later time as identified by user. |  |  |
| 8 | **Automatic delivery** – ability to deliver notifications automatically by linking with other systems. |  |  |
| 9 | **Retry** – ability to retry all undelivered calls for up to a two (2) hour period. Recall busy, no answer and calls which the telephone operator intercepts. |  |  |
| 10 | **Type of message** - ability to send messages either as a general message and provide a minimum of seven contacts per message (one phone number per contact) or emergency message (multiple phone numbers per contact) and provide a minimum of three (3) communication devices per contact for multiple call situations. |  |  |
| 11 | **Caller ID** - HCPS district or school telephone number (depending on the type of notification) shall be viewed by notification recipient caller ID. |  |  |
| 12 | **Text to speech** - ability to include student name, school name, date, period, and school phone number for attendance calls. |  |  |
| 13 | **Recorded messages** – ability to deliver recorded messages. |  |  |
| 14 | **Templates** – allow for templates to be used for common notifications such as attendance, lock down, emergencies, etc. |  |  |
| 15 | **Prioritization** – ability to prioritize selected call lists to first call the numbers either closest to a location or furthest away from a location. |  |  |
| 16 | **Interactive capability** - interactive capability by using touch-tone responses; ability for recipient to respond to notifications via touch-tone telephones, including smart phones. |  |  |
| 17 | **Repeat** – ability to repeat messages when requested by notification recipient. |  |  |
| 18 | **Attachments** – ability for text based notification media (email, etc.) to include attachments with supporting or additional information, photo files, etc. |  |  |
| 19 | **Preview** – ability to preview a notification prior to delivery. |  |  |
| 20 | **Inter-agency Notifications** – include a mechanism by which to designate notifications to local, county, state or federal emergency agencies or organizations. |  |  |
| 21 | **Targeting** – Beyond the various forms of grouping described above, the System must incorporate a targeting mechanism for notifications to a targeted classification within a particular group. Targeting capabilities should include at a minimum, the ability to target subgroups by type within a group. |  |  |
| 22 | **Wrong Number** – ability to allow the recipient to respond that the number called by the System is a wrong number by pressing a key on a touch-tone telephone, including smart phones. |  |  |
| 23 | **Log** – The System shall track all attempted notifications. A System log shall include type of message, the attempted delivery date and time, the delivery status, the message text or recording, the contact name, the contact address, the student name and the student ID number. This log shall be easily searchable by any of these parameters. |  |  |
| **System Administration** | | | |
| 1 | **Updating –** ability to update the System data and data files (i.e. telephone numbers, email addresses, etc.) at a minimum, on a daily basis. |  |  |
| 2 | **Administration** – ability to grant System users, different levels of authority to generate select types of messages based on district, department or school role within HCPS. System must limit and control access to only authorized users and provide for primary and secondary (backup) users to send notifications. |  |  |
| 3 | **Backups** – ability to automatically perform backups at minimum on a daily basis. |  |  |
| 4 | **Archiving** – All voice and text messaging shall be retained for a minimum of 60 days; logs of successful and unsuccessful notifications shall be retained for a minimum of one year. |  |  |
| 5 | Provides methods for user account administration that are easy to use and maintain. |  |  |
| 6 | Supports a single sign-on solution that does not require staff or students to have a separate account or password for accessing the System. |  |  |
| 7 | Provide a means to identify the individual or client using the application, authenticate the individual and determine the authorities and rights granted to that individual as well as a reporting engine for tracking usage and progress. |  |  |
| 8 | **Administrative Tool** – provides an administrative utility that allows System users to generate notifications, create and modify groups and configure global settings. |  |  |
| 9 | **Call Uploads** - provides a programmatic interface either through a web API or autonomous upload tool which can be used to schedule calls at a specific time to a list of students or groups. The interface shall allow for the identification of a list of students or a pre-defined group of students, a pre-defined message, a time that the message should go out, and per-message user-defined fields that can be provisioned with information like School Name, School Telephone Number, Lunch Balance, Bus Number, and Date Information. |  |  |
| **Reporting Requirements** | | | |
| 1a | Number of notifications by type |  |  |
| 1b | Number of parents served since inception of service |  |  |
| 1c | Number of students served since inception of service |  |  |
| 1d | Number of households served since inception of service |  |  |
| 1e | Number of parents served since inception of service by type of notification |  |  |
| 1f | Number of students served since inception of service by type of notification |  |  |
| 1g | Number of households served since inception of service by type of notification |  |  |
| 1h | Notification compilation statistics, including but not limited to the number and type (Smartphone, telephone, etc.) of successfully delivered and undelivered notifications, as well as the reason for the failed notification (busy, no answer, etc.); notifications confirmed by the user and number of notification retries |  |  |
| 1i | Notifications by name of staff member initiating notification(s). |  |  |
| 1j | Response times from initiation of notifications to receipt of notifications by HCPS community recipients |  |  |
| 1k | Disconnected, operator interception and wrong number telephone numbers |  |  |
| 2 | Capable of automatically producing letters for email for attendance, pupil transportation, and school nutrition services. |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Survey Response Mechanism** | | | |
| 1 | Cable of creating surveys using both previously prepared and ad-hoc surveys. |  |  |
| 2 | Capable of issuing and retrieving information from text based as well as HTML based E-Mail forms, and Internet Web based forms. Recipients receiving HTML based E-Mail forms should be able to respond to the form within the E-Mail, rather than being redirected to the Web page form. |  |  |
| 3 | Capable of automatically creating voice-based question/ responses for use with interactive voice-based telephone surveys. |  |  |
| 4 | Text and voice survey media must be multilingual, such that the System provides automatic translation of survey instruments. Examples of languages are Spanish, Arabic, and Telugu. |  |  |
| 5 | Responses to survey instruments from each of the various media/communication technologies must have the ability to be consolidated into a single survey response file which can either be viewed on-line, or alternatively downloaded in a format such that the information can be imported into HCPS owned presentation or analysis applications. The minimum formats to be considered for importing data are EXCEL based spreadsheets, and Microsoft Access databases. |  |  |
| **Privacy and Security** | | | |
| 1 | Personal information will not be leased, shared, rented, sold, or bartered. |  |  |
| 2 | Capable of defining access/security levels for users and multiple user groups. |  |  |
| 3 | Secure, authenticated, and encrypted application that resides behind the HCPS firewall. |  |  |
| **System Interfaces – Proposed System has the ability to interface with the following HCPS systems:** | | | |
| 1 | PowerSchool –Student Information System – Current Version 9.2.4 |  |  |
| 2 | Windows 7, 8.x, 10, and greater |  |  |
| 3 | Internet Explorer version 10 or greater |  |  |
| 4 | HCPS currently uses Active Directory (current schema Win2008; schema for 2017 school year WIN2012) for user management. |  |  |
| 5 | EduLog – Pupil Transportation System - Client version is 10.6.8.6 |  |  |
| 6 | School Nutrition Services System – WebSMARTT Point of Sale Version 3.15 HF10 |  |  |
| **Computer, Software, and Network Specifications** | | | |
| 1 | Compatible with the computer specifications provided in RFP. |  |  |

# ATTACHMENT G

**PRICING**

**ELECTRONIC NOTIFICATION SYSTEM**

**RFP # 16-1248-8EF**

|  |  |
| --- | --- |
| **Description** | **Cost** |
| Year 1 Implementation Cost |  |
| Year 1 Training Cost |  |
| Year 1 Annual Subscription (2017/18) - based on 52,000 students |  |
| Year 1 Other Costs (describe) |  |
| Total Year 1 |  |
|  |  |
| Year 2 Annual Subscription (2018/19) – based on 52,000 students |  |
| Year 3 Annual Subscription (2019/20) – based on 52,000 students |  |
| Year 4 Annual Subscription (2020/21) – based on 52,000 students |  |
| Year 5 Annual Subscription (2021/22) – based on 52,000 students |  |
| TOTAL 5 YEAR COST |  |

State “included” If cost is included in the annual subscription.

Include all costs associated with the proposed System.

**Describe how annual cost is calculated (subscription price per student, annual subscription per school, etc.).**

**Enter additional information below or on a separate attachment, if needed.**

**Name of Offeror: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**