

The Warren County Board of Education is seeking a parent notification system as a means of communication for our school system. The district has approximately 6500 students. The term of this contract shall be for a period of three years with option to renew for two subsequent year terms. This application will be used to establish a connection between the central office, schools, and community via SMS text messaging, voice calls, social media, and e-mails. The service should be easy to access and use by central office personnel, school administrators, and community members. In addition, the notification system should meet the following qualifications. The program should...

- Facilitate the following types of messages:
 - Voice Calls (landline and mobile)
 - SMS text messages
 - E-mails
 - Social media
- Have the ability to translate all messages (voice, e-mail) in to a variety of languages including Spanish and Japanese.
- Have a management portal which is easy to access by all parties.
 - The administrators from the Central Office should have access to the management system for voice calls, SMS texts, e-mails, and data upload.
 - School level administrators should have access to a management portal for voice calls, SMS texts, and e-mails at their schools.
 - Parents/community members should have access to a management portal to choose the method in which their messages are delivered.
- Allow for messaging between administrators and staff in addition to community messages
- Work with Skyward (our student management system) to...
 - Automatically pull student demographics and attendance on a daily basis
 - Populate student data into the communication program without user manipulation.
 - Transfer student data using a minimum 128-bit SSL encryption.
 - Describe in detail the manner in which the system requires that client message distribution lists be compiled, maintained, updated and how the process works.
- Offer technical support 24 hours a day, 7 days a week, 365 days a year.
- Have the ability to initiate and deliver notifications 24 hours a day, 7 days a week, 365 days a year, with at least 99.9% availability.
- Include unlimited training for all personnel at no additional cost.
- Combine all calls to the same number and not send a duplicate message.
- Track and identify successful and unsuccessful (completed and uncompleted) calls and maintain appropriate log files of those calls.
- Utilize short codes to disallow 2-way communication in text messaging announcements.
- Specify amounts of elapsed time that the system requires to complete the delivery of 1,000, 5,000, 10,000, and 15,000 messages. Specify what the capabilities of system are and how the process of delivery works.

- Not require additional software purchases to send or receive messages of any kind.
- Require no equipment be installed on Warren County Board of Education property – no server(s), terminal(s), dialer(s), or related equipment of any kind. The central office will not host the site.
- Be internet-based and require no telephone lines, dedicated or otherwise for the Department of Education.
- Automatically retry uncompleted calls as often as specified by the Warren County Board of Education and at intervals specified by the Central Office.
- Identify calls answered by non-human devices such as answering machines, fax, machines, modems, etc., and maintain appropriate log files of those calls.
- Have some means for allowing users to opt out of phone calls that will meet the TCPA rulings.
- Describe the ways in which you protect your system against external problems including power failures, telecommunications breakdowns and any other incidents that might compromise your ability to keep your system(s) operational under any and all conditions.

