



Christopher J. Gagliastro, MCPPO
Purchasing Agent

RFP NO. 8004-W3
ISSUANCE DATE: 4/7/23

BUYER: Christopher J. Gagliastro, MCPPO

**AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
REQUEST FOR PROPOSALS
NOTICE TO PROPOSERS**

RFP TITLE: Communications Platform (Two-Way) / WPS

REFER TO PAGE 7 FOR PROPOSAL SUBMISSION INFORMATION

General Conditions:

All proposals are subject to the terms, conditions and specifications herein set forth:

1. **Scope: Provide a two-way communications platform as per the attached requirements and specifications of the City of Worcester Public Schools.**
2. A certified check or bid bond made payable to the "City Treasurer, City of Worcester" in the amount of N/A must accompany this proposal. This must be submitted under separate sealed cover marked "Proposal Security." In the case of default, the surety shall be forfeited to the City as liquidated damages.
3. All terms and conditions are applicable to this proposal except the following section(s) which are hereby deleted from this RFP: 4, 22, 23, 27
4. A performance bond in the amount of **not applicable** will be required. If this proposal is accepted by the City and the Proposer shall fail to contract as set forth in these requirements and to give a bond in the aforementioned amount, within ten (10) days, (not including Sundays, Saturdays, or a legal Holiday) from the date of the mailing of a notice from the City to the Proposer, according to the address given herewith, that the contract is ready for signature, the City may by option determine that the proposer has abandoned the contract and thereupon the proposal and acceptance shall be null and void and the proposal security accompanying this proposal shall become the property of the City as liquidated damages. Performance bond shall be on the City's form only (see sample on pages 12-13).

Any prospective proposer requesting a change in or interpretation of existing specifications or terms and conditions must do so within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal opening date. All requests are to be in writing to the Purchasing Division. No changes will be considered nor will any interpretation issued unless request is in our hands within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal submission date.

Any inquiries related to technical or contractual matters must be submitted in writing to:

**Christopher J. Gagliastro, MCPPO
Purchasing Director
City of Worcester, City Hall
455 Main Street, Room 201
Worcester, MA 01608
gagliastroc@worcesterma.gov**

5. Nothing herein is intended to exclude any responsible Proposer or in any way restrain competition. All responsible Proposers are encouraged to submit proposals. The City encourages participation by Minority and Women Owned Business Enterprises (M/WBE).
6. The following meanings are attached to the defined words when used in this RFP.
 - a) The word "City" means The City of Worcester, Massachusetts.
 - b) The word "Proposer" or "Respondent" means the person, firm or corporation submitting proposal on these specifications or any part thereof.
 - c) The word "Contractor" means the person, firm or corporation with whom the contract is made by carrying out the provisions of these specifications and the contract.
 - d) The words "Firm Price" shall mean a guarantee against price increase during the life of the contract.
7. All proposals and other documents relating to this RFP are subject to the public records provisions of M.G.L. c.30B and shall remain confidential until the time specified in c.30B section 6 (d).
8. All material submitted by vendors becomes the property of the City. The City is under no obligations to return any of the material submitted by a vendor in response to this RFP.
9. Each vendor's proposal must remain in effect for at least 120 days from the deadline for its submission. The City will decide upon acceptance within 120 days of submission.
10. It is understood and agreed that it shall be a material breach of any contract resulting from this RFP for the Contractor to engage in any practice which shall violate any provision of Massachusetts General Laws, Chapter 151B, relative to discrimination in hiring, discharge, compensation, or terms, conditions or privileges of employment because of race, color,

religious creed, national origin, sex, age or ancestry.

11. The City reserves the right to accept or reject any or all proposals submitted and waive informalities and technicalities.
12. The City will review and analyze each proposal and reserve the right to interview selected proposers. The City shall select the proposer, which in the City's opinion, has made the proposal best suited to the needs and goals of the City and its operations and deemed to be in compliance with the terms of this RFP.
13. The Contractor will be required to indemnify and save harmless the City of Worcester for all damages to life and property that may occur due to his or her negligence or that of his or her employees, subcontractors, etc. during the contract derived from this RFP.
14. The Contract Agreement will be drafted by the City's Law Department in compliance with the terms of the RFP and may incorporate the terms of this RFP and of the proposal selected.
15. The Proposer must certify that no official or employee of the City of Worcester, Massachusetts, is pecuniarily interested in this proposal or in the contract which the proposer offers to execute or in expected profits to arise therefrom, unless there has been compliance with the provisions of G.L.C. 43 section 27, and that this proposal is made in good faith without fraud or collusion or connection with any other person submitting a proposal.
16. Any proposal withdrawn after time and date specified, the proposer shall forfeit deposit on proposal as liquidated damages.
17. A vendor conference will be held as follows: n / a
18. The Contractor shall not assign, transfer, sublet, convey or otherwise dispose of any contract which results from this RFP, or its right, title or interest therein or its power to execute the same to any other person, firm, partnership, company or corporation without the previous consent in writing of the City. Should the Contractor attempt any of the above without the written consent of the City, the City reserves the right to declare the Contractor in default and terminate the contract for cause.
19. The Contractor shall obtain and maintain in force at all times during the term of the contract derived from this RFP, insurance coverage pertaining to Public Liability, Property Damage and Worker's Compensation as outlined in Section IV. INSURANCE REQUIREMENTS of this RFP.
20. The Contractor shall carry Public Liability Insurance with an insurance company satisfactory to the City so as to save the City harmless from any and all claims for damages arising out of bodily injury to or death of any person or persons, and for all claims for damages arising out of injury to or destruction of property caused by accident resulting from the use of implements, equipment or labor used in the performance of the contract or from any neglect, default or omission, or want of proper care, or misconduct on the part of the Contractor or for anyone in his or her employ during the execution of the contract derived from this RFP.
21. Prior to starting on the contract derived from this RFP, the Contractor shall deposit with the Purchasing Division, certificate from the insurer to the effect that the insurance policies

required in the above paragraph have been issued to the Contractor. The certificates must be on a form satisfactory to the City.

22. All prices quoted must include inside delivery, and set-up in place F.O.B. destination to pre-designated City of Worcester departments.
23. No special charges will be allowed for rigging, packing, crating, freight, express, or carriage unless specifically stated and included in the vendor's proposal.
24. The award to the successful proposer may be cancelled in the event of vendor nonperformance as may be determined by the City.
25. The successful proposer shall comply with all applicable federal, state and local laws, ordinances, and regulations. The awarded contract shall be governed under the laws of the Commonwealth of Massachusetts.
26. Purchases made by the City are exempt from Federal and Massachusetts state taxes and proposal prices must exclude any such taxes. Tax exemption certificates will be furnished upon request.
27. When the contract is executed, a performance bond, in the full amount of the contract, is required. See paragraph 4. The bond will be of a surety company qualified to do business under the laws of the Commonwealth of Massachusetts. The cost of this bond is the vendor's responsibility. Bonds shall remain in force and effect thru the performance of the contract.
28. Expenditures by the City and authorization to spend for particular purposes are made on fiscal year basis. The City's fiscal year is the twelve-month period ending June 30 of each year. The obligations of the City under any agreement to be reached are subject to the appropriation or authorization of the necessary funds. The City agrees to make reasonable efforts to obtain funding and all necessary authorization.
29. No amendment to the contract shall be effective unless it is in writing and signed by authorized representatives of both parties and is accepted by the City of Worcester.
30. The vendor (and its insurers, if any) shall bear all risk of loss or damage to the equipment which occurs in transit to the user site. The risk of loss or damage to purchased equipment shall remain with the vendor until the purchase price has been paid and title has passed. The vendor shall also bear the risk of loss or damage to leased or rented equipment during the City of Worcester's possession and use thereof subject, however to such conditions and limitations as may be stated elsewhere in the contract.
31. The vendor shall not assign or in any way transfer any interest in the contract without the prior written consent of the City provided, however, that claims for money due or to become due to vendor from the City may be assigned to a bank, trust company, or other financial institution without such consent so long as notice of such assignment is furnished promptly to the City. Any such assignment shall be expressly made subject to all defenses, setoffs, or counterclaims which would have been available to the City against the vendor in the absence of such assignment.
32. None of the services to be provided by the vendor pursuant to the contract shall be

subcontracted or delegated to any other organization, association, individual, corporation, partnership or other such entity without the prior written consent of the City. No subcontract or delegation shall relieve or discharge the vendor from any obligation or liability under the contract except as specifically set forth in the instrument of consent. Any subcontract to which the City has consented shall be attached to the original of the contract on file in the City of Worcester.

33. Neither party will be liable to the other or be deemed to be in breach of the contract for any failure or delay in rendering performance arising out of causes beyond its reasonable control and without its fault or negligence. Such causes may include but are not limited to, acts of God or the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, freight, embargoes, and unusually severe weather. If the vendor's failure to perform is caused by the default of the subcontractor, and if such default arises out of causes beyond the reasonable control of both the vendor and the subcontractor, and without the fault or negligence of either of them, the vendor shall not be liable for any excess costs for failure to perform, unless the equipment or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the vendor to meet the required delivery schedule. Dates or times of performance will be extended to the extent of delays excused in this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.
34. The vendor shall provide to the City of Worcester a warranty and a commitment which clearly states that all equipment and services proposed and supplied by the Vendor, and/or its subcontractors, performs as expected and promised by the Vendor.
35. The vendor represents that no person other than bona fide employees working solely for the vendor, have been employed or retained to solicit or secure this agreement upon an arrangement or understanding for a commission, percentage, brokerage fee, gift or any other consideration contingent upon the award or making of this contract. For breach or violation of the representation, the City shall have the right to annul the contract without liability, or in its discretion to deduct from the contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage fee or other consideration.
36. Any contract made by the City in which the Purchasing Agent or any employee of his/her department, the heads of using agencies or any other officer or employee of the City having a part in the placing of such contract is financially interested, directly or indirectly, shall be void.
37. The vendor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion or medical handicap. The vendor agrees to comply with all applicable Federal and State Statutes, rules and regulations prohibiting discrimination in employment including: Title VII of the Civil Rights Acts of 1964; The Age Discrimination in Employment Act of 1967; Section 504 of the Rehabilitation Act of 1973; Massachusetts General Laws Chapter 151B, Section 4 (1) and all relevant administrative orders and executive orders.

If a complaint or claim alleging violation by the vendor of such statutes, rules or regulations is presented to the Massachusetts Commission Against

Discrimination (MCAD), the vendor agrees to cooperate with MCAD in the investigation and disposition of such complaint or claim.

In the event of vendor noncompliance with the provisions of this section, the City shall impose such sanctions as it deems appropriate, including but limited to:

- 1) Withholding of payments due vendor under the contract until vendor complies.
- 2) Termination or suspension of the contract.

SUBMISSION OF PROPOSALS

38. Proposals must be submitted in two (2) packages according to the instructions below. The City intends to consider responses in the Technical Proposal evaluation requirements before considering costs. *Therefore, no reference to pricing may be made in the Technical Proposal.*

A sealed package containing **the original, 3 copies, plus 1 PDF copy on USB drive** of the proposal **must** be labeled as follows:

Purchasing Agent, City of Worcester

Communications Platform (Two-Way) / WPS – Technical Proposal

**455 Main Street, Room 201
Worcester, MA 01608**

Re: RFP No. 8004-W3

A sealed package containing **the original copy** of the proposal **must** be labeled as follows:

Purchasing Agent, City of Worcester

Communications Platform (Two-Way) / WPS – Price Proposal

**455 Main Street, Room 201
Worcester, MA 01608**

Re: RFP No. 7985-W3

PRICE PROPOSAL PAGE IS LOCATED AT END OF SPECIFICATIONS

Proposals must be delivered no later than Wednesday, May 3, 2023 at 10:00 AM LOCAL TIME. *Late submissions will be rejected, regardless of circumstances.* The City is not responsible for submittals not properly marked.

The evaluation and cost proposals will remain confidential until a formal and finalized contract has been executed.

RFP EVALUATION

39. The City of Worcester Purchasing Agent will assign an evaluation team, hereafter referred to as the Selection Committee, to perform a full and complete evaluation of RFP submittals. The Purchasing Agent will ultimately forward a formal recommendation of award to the City Manager who has final award authority.
40. RFP evaluation responses will be evaluated by the Selection Committee based directly upon vendor's response to mandatory and comparative evaluation criteria. Vendors must meet or exceed the mandatory criteria requirements or be rejected as non-responsive.

Comparative criteria will be evaluated by use of four (4) rating categories as set forth by M.G.L. Chapter 30B:

- 1) HIGHLY ADVANTAGEOUS - Vendor's submittal meets all the stated requirements and offers significant performance above the stated requirements.
- 2) ADVANTAGEOUS - Vendor's submittal meets the stated requirements without risk or disadvantage.
- 3) NOT ADVANTAGEOUS - Vendor's submittal contains some risk or disadvantage but is not unacceptable.
- 4) UNACCEPTABLE - Vendor's submittal fails to meet the standards of the stated requirements.

After proposals have been assigned ratings on the basis of each evaluation criterion, a composite rating will be established by the Selection Committee. Submittals will then be ranked based upon finalized composite rating.

41. The Purchasing Agent will identify the most advantageous proposal based upon the rankings of the Selection Committee and an evaluation of the price proposals received. The Purchasing Agent will forward a recommendation for award to the City Manager based upon the most advantageous proposal received considering evaluation rankings and price proposals received.

GIVE FULL NAMES AND RESIDENCES OF ALL PERSONS INTERESTED IN THE FOREGOING PROPOSAL.

(NOTICE: Give first and last name in full; in case of corporations, give corporate name and names of President, Treasurer, and Manager; and in case of firms give names of the individual members)

Name

Address

Zip Code

KINDLY FURNISH THE FOLLOWING INFORMATION REGARDING BIDDER:

(1) If an Individual or Proprietorship

Name of Owner: _____

Business Address: _____

Zip Code _____ Telephone No. _____

Email _____

Home Address _____

Zip Code _____ Telephone No. _____

(2) If a Partnership, Full names and addresses of all partners

Name

Address

Zip Code

Business Address _____ Zip Code _____

Tel. No. _____

(3) If a Corporation

Full Legal Name: _____

State of Incorporation: _____ Qualified in Massachusetts? Yes _____ No _____

Principal Place of Business _____
Street P.O. Box

City/Town State Zip

Email: _____

Telephone No. _____

Place of Business in Massachusetts _____
Street P.O. Box

City/Town State Zip

Telephone No. _____

GIVE THE FOLLOWING INFORMATION REGARDING SURETY COMPANY

Full Legal Name of Surety Company _____

State of Incorporation _____ Admitted in Massachusetts? Yes _____ No _____

Principal Place of Business _____
Street P.O. Box

City/Town State Zip

Place of Business in Massachusetts _____
Street P.O. Box

City/Town State Zip

Telephone No. _____

NOTE:

The Office of the Attorney General, Washington, D.C. requires the following information on all bid proposals amounting to \$1,000.00 or more.

E.I. Number of bidder _____

This number is regularly used by companies when filing their "EMPLOYER'S FEDERAL TAX RETURN, U.S." Treasury Department Form 941.

AUTHORIZED SIGNATURE OF BIDDER _____

TITLE _____

DATE _____

UNDER MASSACHUSETTS GENERAL LAWS, CHAPTER 30B: SECTION 10,
THE FOLLOWING CERTIFICATION MUST BE PROVIDED:

Section 10. A person submitting a bid or a proposal for the procurement or disposal of supplies, or services to any governmental body shall certify in writing, on the bid or proposal, as follows:

"The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals."

(Please Print)

Name of Person Signing Bid

Signature of Person Signing Bid

Company

No award will be made without vendor certification of the above.

- **Proposers must sign and submit the above form with their proposal submission.**

Introduction

The Worcester Public Schools ("WPS") is seeking proposals to replace the district's current communication platforms. The district is looking for a unified two-way communication platform to modernize its communication system. This system will allow schools and the district to better communicate with their families through messages, forms, newsletters, and shared documents.

Background

The Worcester Public Schools is an urban district with 24,318 students with 46 schools. The district currently utilizes Blackboard Connect for its administrative emergency communication system and Remind for its school to parent/guardian two way communication system. The district is looking for a solution that unifies and modernizes these two platforms. The district uses Infinite Campus for its Student Information System and SQL/WorkDay for its ERP.

Scope of Services

The district is seeking a modern two way communication program that allows schools to communicate with parents when and how they want to be reached. Some parents may prefer calls, other text messages or push notifications. The parents should be the ones to control how they receive the messages and they messages should come through in the language that the parent chooses.

Invoices

Invoices must be sent to: wpsacctspayable@worcesterschools.net for payment.

Minimum Evaluation Criteria

All proposals received by WPS will first be reviewed to determine whether the Proposal meets all minimum criteria identified in the RFP.

For a proposal to meet all minimum criteria, a vendor must unconditionally be able to support all requirements in the minimum requirements section. Minimum evaluation criteria

reflect those standards or attributes that WPS considers essential to the performance of the contract. A vendor that does not meet the minimum criteria will be rated "non-responsive" and will be rejected.

Proposers must describe their proposed solution's ability to meet the minimum system qualifications listed below. Please include separate tabs or content for each numbered item listed below.

1. The system supports nightly student updates from Infinite Campus
2. The system supports nightly staff updates from SQL/WorkDay
3. The system must be a unified platform that allows teachers, principals, and administrators to send and monitor communications from one application.
4. The system is able to send out mass communications to all families via email, SMS text, phone, push notifications, social media, and website updates all in one action.
5. The district administrators will be able to run a report that shows the number of families that received each type of communication method grouped by school.
6. The system must be able to generate at least 200 calls per second
7. The system must be able to generate at least 300 SMS text messages per second
8. The system must be able to generate at least 10,000 emails per second
9. The system must maintain at least 7 years of historical data
10. If the district terminates the contract, the vendor must provide the district with all of the data stored by the vendor
11. Response time for system outage where the system is completely unavailable must be one hour or less
12. System must allow parents/guardians to choose how they want to be contacted, by email, SMS text, voice calls, etc.
13. System allows schools to schedule parent teacher conferences
14. System allows schools to create newsletters
15. System allows schools to create flyers

16. System has a feature that allows parents to choose to receive their communications in a daily and weekly digest format rather than individual messages
17. A mobile app must be available for the iPhone and Android that allows parents/guardians to receive push notifications and a two way messaging system through the app
18. System must have a secure digital locker that allows the district to share uploaded documents such as report cards, progress reports, and other private information with parents
19. System can integrate with Infinite Campus to send parent/guardians automated attendance notifications for absences and tardies. Notification must go out at different times per day for each school.
20. An option for parents/guardians to send notes back to the school for excused absences.
21. The creation of digital trackable forms that can be short answer, text fields, selecting one answer, selecting multiple answers, or by providing a date.
22. Ability to enable digital signatures and customize consent text
23. The solution allows the district to accept fees and payments online with your permission slips
24. The system will have a shared repository for forms that allow them to be shared with other schools
25. Forms can be sent using existing distribution lists for classes, grade level, school, teacher, groups, etc.
26. School staff can complete a form on behalf of a parent and the school staff can manually mark forms as complete for those parents/guardians who are not tech savvy.
27. The system can send reminders to parent/guardians that do not respond
28. Allow parents to submit attachments along with their form
29. District administrator can send a form to all families but the form allows schools to manage responses for their own school
30. Allow schools to delete individual form submissions for duplicate responses

31. Allow schools to view, print, and extract a report of all signed forms and permission slips
32. Forms can be automatically translated into the parent/guardian's preferred language
33. Allows schools to easily carry on a private one to one conversation via an app with one or more parents or staff members, similar to how SMS text or iMessage work.
34. Principals, teachers or administrators can send polls for a class, grade, group or even the entire school that allows parents to vote and provide feedback anonymously.
35. Allows teachers to add a cellphone number to a parent's record and easily invite them to the system if the parent does not have email.
36. This system must incorporate real time two way translations into the language that the person on each end (parent and teacher) chooses to receive and communicate in. For example, if a teacher writes in English, the parent can receive that English message in Spanish, and when the parent writes a response in Spanish, the teacher sees the real time translation into English.

Comparative Evaluation Criteria

Each proposal meeting the Minimum Evaluation Criteria shall be further evaluated and rated according to the Comparative Evaluation Criteria in order to determine the relative merits of each proposal. The review will cover the objectives listed below. Within each category, the degree to which the proposal satisfies the stated objective shall be reviewed and rated on a system of "Highly Advantageous," "Advantageous," and "Not Advantageous."

Proposal Criteria

Highly Advantageous: The proposal is well-written in clear, concise language. Materials are organized and easy to navigate. As a whole, the proposal provides a complete response to this RFP and provides multiple examples of past successes implementing similar solutions.

Advantageous: The proposal is clear and well-organized. It provides a complete response to this RFP and includes examples of past successes.

Not Advantageous: The proposal does not address all aspects of the RFP. It is poorly written and/or difficult to read. It does not provide adequate information to evaluate the vendor's ability to successfully meet WPS's goals.

Company Background

Highly Advantageous: The team includes members with extensive backgrounds in implementing cloud based two way communication systems for a municipal organization of similar size. Five (5) references from similar projects consistently rate services and results as "excellent". The examples of past work you provide are highly relevant to this project and demonstrate your firm's competency in providing WPS two way communication systems that meets or exceeds the district's needs.

Advantageous: The team includes members with some backgrounds in implementing cloud based two way communication systems for a municipal organization of similar size. Three (3) references from similar projects rate services and results as "excellent". The examples of past work you provide are somewhat relevant to this project and demonstrate your firm's competency in providing WPS two way communication systems that meets or exceeds the district's needs.

Not Advantageous: The team does not include members with extensive backgrounds in implementing cloud based two way communication systems for a municipal organization of similar size. No references from similar projects rate services, results, and collaborative processes as "excellent". The examples of past work you provide are not relevant to this project and demonstrate your firm's competency in providing WPS two way communication systems that meets or exceeds the district's needs.

Training Criteria

Highly Advantageous: The vendor will provide train-the-trainer training and provide at least 60 hours of online dedicated drop-in training for administrators and teachers to get real time support immediately after go-live.

Advantageous: The vendor will provide train-the-trainer training and provide at least 20 hours of online dedicated drop-in training for administrators and teachers to get real time support immediately after go-live.

Not Advantageous: The vendor will provide train-the-trainer training and provide less than 20 hours of online dedicated drop-in training for administrators and teachers to get real time support immediately after go-live.

Onboarding Criteria

Highly Advantageous: The vendor has a detailed onboarding plan that has proven successful in other large school districts. This plan includes a dedicated project manager and dedicated staff to assist with data transfer setup, administrative training, and teacher training. In addition, it includes a communication plan for parent and staff rollout timelines as well as help documents.

Advantageous: The vendor provides a project manager and data implementation specialist, but the district is responsible for training, a communications plan, and help documents.

Not Advantageous: The vendor does not provide a project manager or training and communications plan or help documents.

Service Level Criteria

Highly Advantageous: The vendor will demonstrate at least 99.5% uptime service level

Advantageous: The vendor will demonstrate at least 99.0% uptime service level

Not Advantageous: The vendor will demonstrate less than a 99.0% uptime service level

End User Support Early Hours Criteria

Highly Advantageous: The vendor will be available for phone support no later than 6 AM Monday through Friday (excluding holidays)

Advantageous: The vendor will be available for phone support no later than 7 AM Monday through Friday (excluding holidays)

Not Advantageous: The vendor is not available for phone support before 7 AM Monday through Friday (excluding holidays)

End User Support Late Hours Criteria

Highly Advantageous: The vendor will be available for phone support to at least 11 PM Monday through Friday (excluding holidays)

Advantageous: The vendor will be available for phone support to at least 8 PM Monday through Friday (excluding holidays)

Not Advantageous: The vendor is not available for phone support to at least 8 PM Monday through Friday (excluding holidays)

Business Critical Support Hours Criteria

Highly Advantageous: The vendor will be available by phone for business critical outages via phone support 24x7x365

Advantageous: The vendor will be available by callback message or text for business critical outages via phone support 24x7x365

Not Advantageous: The vendor does not offer any 24x7x365 support for business critical outages.

Expansive Language Support:

Highly Advantageous: The system supports over 100 real time translation languages

Advantageous: The system supports over 50 real time translation languages

Not Advantageous: The system supports less than 50 real time translation languages

Specific Language Support:

Highly Advantageous: The system will translate in real time to all of the following languages: Spanish, Portuguese, Arabic, Twi, Vietnamese, Nepali, Albanian

Advantageous: The system will translate in real time to at least 5 of the following languages: Spanish, Portuguese, Arabic, Twi, Vietnamese, Nepali, Albanian

Not Advantageous: The system will translate in real time to less than 5 of the following languages: Spanish, Portuguese, Arabic, Twi, Vietnamese, Nepali, Albanian

Student Communications:

Highly Advantageous: The system allows teachers to send direct messages to students that allows some form of communication back, such as a "Like" or public comment

Advantageous: The system allows teachers to send direct messages to students but do not allow any communication back

Not Advantageous: The system does not allow teachers to send direct messages to students.

Reporting and Analytics Communications:

Highly Advantageous: The system provides executive level infographics that easily allow administrators to measure engagement and reach.

Advantageous: The system provides summary reports that allow administrators to measure engagement and reach.

Not Advantageous: The system provides limited reporting that allows administrators to derive engagement and reach.

PRICING PAGE-COMMUNICATIONS PLATFORM (TWO-WAY) / WPS

Year 1 \$ _____

Year 2 \$ _____

Year 3 \$ _____

\$ _____ *

Total Three Year Cost for Entire Scope of Services & Deliverables

*** low proposal price to be based on this total amount**

***Price to include all fees, charges and items necessary and proper to complete the scope and furnish all deliverables. No additional fees or costs are allowed.*