

OHIO SCHOOLS COUNCIL
 RAPID NOTIFICATION PROGRAM
 REQUEST FOR PROPOSALS

Vendors: Provide answer whether or not your system has the capability to perform these functions as a standard product or as an option, or provide answer to question.

Line Number	REQUIRED Features Technical capabilities:	For each element, indicate YES, NO, OPTIONAL or ANSWER
1	Provide a fully hosted (Application Service Provider known as ASP) system for mass phone, email and text communications. Other than a single call to initiate any mass call-out, district phone line resources shall not be required.	
2	Vendor must own and manage Redundant Server Systems in at least two secure, geo-diverse locations. Please list number of servers you own and manage.	
3	List server locations:	
4	Primary systems, dialers and back-ups shall be owned and operated by vendor with 99.999% proven up-time.	
5	Vendor must offer 30 Minute District Service Level Guarantee: The vendor will commit to having at least 2,500 lines available for fast message delivery. The vendor must guarantee that, for priority calls, their system will dial every person in the roster within 30 minutes for an entire district and agree to provide financial rebates to the district if calls do not meet this SLA.	
6	System will not drop voice message due to ambient noise in background of recipient.	
7	Unlimited number of Hot Transfer calls sent to parents to be instantly connected to selected office in each school by pressing one button.	
8	Initiator may use any phone to digitally record Voice messages.	
9	District may send as many voice, text or email messages as desired, anytime, to district, building, parents, classes, grades, teams, clubs or groups per year.	
10	Initiator may use internet browser to enter and select text to speech calls.	
11	Maximum length of recorded messages shall be at least 60 seconds.	
12	District can load at least four phone numbers per student. If selected by user, all numbers for a student will be called at the same time for any notification (rather than cause delays by "cascading" calls, i.e. assuming any answered phone means a responsible parent was reached.	
13	District can load and system will dial at telephone extension for any number, to reach parents directly at workplaces when auto attendant is reached.	
14	Messages shall be retried on reaching a busy or no answer. The vendors' system shall re-try the call first from a different server, and using a different long distance carrier to assure issue is not with carrier or delivery path. Then re-try at least 5 times over the next 3 hours or until evening curfew.	

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15	Automated Attendance Calls: District or each building shall be able to easily set-up and send automated calls for attendance, fines/fees/reminders. Building administrators shall be able to upload a list or select and specify recipients on-the-fly from web browser for such calls.	
16	Allow creation and use of pre-recorded messages combined with database or roster fields to deliver automatic, customized messages that can speak names, amounts, dates, etc. for lunch card balances, fees due, fines, grades, tardy, missed classes, etc. with each message unique for each recipient.	
17	Text-to-Speech: Allow initiator to type text in a web browser page and send as a synthesized voice message to recipient lists, buildings or sub-groups.	
18	Allow initiator to type text to speech messages in English to be translated to another language. Allow use of library of pre-recorded messages for multi-lingual management by non bi-lingual staff members. Allow sending digitally recorded messages to pre-identified groups using a "preferred home language" flag.	
19	Allow typed English messages to be instantly translated into 40+ different languages using web access, and sent using email or text message delivery.	
20	Each school shall be able to select and manage the default starting and ending calling times for calls, and be able to override those times instantly in emergency for calls whether initiated by web or phone.	
21	Allow any authorized user to initiate calls from any phone by calling toll-free number and reach any or all sub-groups at any time without operator intervention.	
22	Allow an authorized use to use web browser to initiate text to speech call to any group/sub-group or to select and send pre-recorded messages from an audio library.	
23	Allow initiator, calling toll-free number, to be able to: 1 - start a call immediately, regardless of pre-set calling times; 2 - queue the call for delivery during normal times, 3 - set a future delivery date and times, 4 - Record a message to be placed in the web audio library for use later.	
24	Allow administrators with authority to override the system to make calls outside the pre-set calling window.	
25	There shall be no "dead air" after recipient picks up phone and greeting starts. What is the delay time for your system?	
26	If a message goes to answering machine/voice mail, the greeting and full message shall be played so the entire message is properly recorded.	

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27	System has capability of recipients pressing any key to re-play the message. Describe your capability:	
28	Recipients shall be able to enter a touch tone key to respond to question asked in message (i.e. if you will be attending parent-teacher conference, press 1....). Recipients can dial toll-free number to re-play such survey messages, and enter vote, if original message was left on voice mail/machine. Reports shall show, graphically, the responses to every survey.	
29	Unlimited use of E-Mail Notification, Allow email to be sent to the same groups and sub-groups (buildings, grades, staff) as voice calls.	
30	System shall be able to send both plain text and HTML email.	
31	Send email to up to 2 different email addresses per recipient.	
32	System and system security must fully meet FERPA & NCLB security and retention rules.	
33	Indicate length of time your company retains customers' reports on server.	
34	E-mail creation tool shall have word filter to warn initiator and prevent any message being sent that contains inappropriate words, even if typed inadvertently.	
35	E-mail will not use district's bandwidth or mail server for outbound or bounced email.	
36	Each mail sent will come from vendor's server, which shall have tools and methods to prevent black listing.	
37	E-mail shall have the name of the school or district and name of message initiator automatically inserted, and contain opt-out process with one click by recipients.	
38	All emails shall have a one button "opt-out" that allows recipients to remove their email address from notifications. Such opt-out requests shall be reported to school and shown in future message reports if parent has selected not to receive these messages.	

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47	Vendor to provide, at no additional charge, Normal support seven days a week minimally from 8:00 a.m. to 8:00 p.m. EST staffed with USA based, full time vendor employees specially trained in K-12 applications. Plus, provide at no additional charge, Emergency unlimited support 24/7/365 via toll-free number, staffed with USA based K-12 trained technical support team.	
48	Vendor to provide Professional No-Charge Implementation Process: Training and documentation designed for key administrators (fast track), secretaries (admin level), and IT staff.	
49	Vendor to provide Webinar Training at No Charge: with Three levels of Webinar: -Principals and key staff to send messages (less than 1 hour); -School secretaries/attendance officers (90 minutes); -IT staff for integration (time and content varies).	
50	Offer On-Site Professional training.	
51	Present sample implementation guide.	
52	Bandwidth	
53	Company Profile:	
54	Financial Stability: Vendor must provide proof of financial stability and viability.	
55	Vendor shall have been providing fully hosted ASP solutions for K-12 schools for at least four years.	
56	Vendor shall have 100% rating with BBB for any and all aspects of their business for at least two years.	
57	All vendor employees shall have passed background checks, financial and driving record checks, drug checks and random drug testing.	
58	FINANCIAL AND COSTS	
59	Vendor shall provide simple, annual per student pricing, with 3 year price guarantees.	
60	Vendor shall provide unlimited usage for Staff Calls at no additional charge.	
61	There will be NO Setup Charges: No charge to load student, staff and transportation phone lists from district/school database at start of year. Upload roster files anytime.	
62	Despite multi-year term, vendor shall, on district proof of financial distress, allow future years to be cancelled without penalty.	
63	Vendor shall guarantee "most favored nation" pricing and guarantee to reduce district price during agreement if similar services are offered to other similar sized districts at a lower price at any time during term or renewal periods.	

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64	Vendor's price shall include all rates and percentages, if any, of federal and state or local sales, usage or USF taxes and fees charged or collected over and above quoted pricing.	
65	Community Outreach/Funding Calls: Vendor to allow use of their system to reach not just parents, but every member of the community or all voters up to 2x/year at no additional charge. Vendor to provide numbers of all residences and businesses for these calls. If used to assist district with a referendum or school funding election, on request, these calls shall be treated as donation to the election committee designated by the district.	
66	Number of current school district customers _____ List three of these for references, including contact information:	
	1	
	2	
	3	
67	Number of calls, texts, emails your system can deliver in an: Emergency _____ per minute _____ per hour Non-Emergency _____ per minute _____ per hour	
68	List all forms of communication your system can deliver (i.e., phone, text, email).	
69	What languages does your system translate to?	
70	Year your program began	
71	Where is the hardware located that hosts the software?	
72	Please list hardware, software and telephone requirements for your system	
73	Does your system have the capability for parents to enter their individual data into your system?	
74	Does your system have a limited number of accounts and distribution groups? If yes, what is the limit?	
75	Subscription Length	
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77	What is your normal price per student?	
78	Proposed OSC Cost per student	
79	Other items of interest that would add value to your product:	
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