

Addendum #2
RFP #21-009-651 Automatic Notification System
Questions and Answers

1. Page 4: 2. Proposals must be received by EMAIL ONLY by 12:00 p.m., Friday, May 7, 2021. Suppliers are to submit one (1) electronic copy of proposal combined into one file.
Question: Please confirm is this is correct date for proposal submission?
The due date discrepancy was noticed shortly after posting the original RFP; and an addendum to correct the due date was posted to the only two (2) websites we use for RFP postings (see web links below).
<https://www.resa.net/administrative-support/purchasing/request-for-proposal>
<https://sigma.michigan.gov/webapp/PRDVSS2X1/AltSelfService>
Questions were due to Wayne RESA by Friday, May 7, 2021. Emailed proposals are due to huntere@resa.net by 12:00 p.m., Wednesday, May 19, 2021.
2. Page 15: Parent & Student Portal services provided through MISTAR Parent and StudentConnect Integration.
Question: We are communication company that provides all channels of communications, phone, e-mail, SMS, text to speech, social media to enterprises. We provide standard API for 3rd party integration to our platform. Do you expect MISTAR to be able to perform the integration to our platform using standard APIs or do you expect the contractor to all and any custom integration with MISTAR?
Please provide all available integration capabilities and responsibilities for a successful integration.
3. Page 15: Question: Do you require the teachers/users to manage their communications notifications and to be managed from MISTAR-Q portal from single sign-on to setting up each of the user automated notifications preferences?
We are looking for the best possible user experience for all users' access to the automated notification system. Please describe the user experience for teachers/users when a single sign-on is enabled.
4. Page 16: Question: Integration to SIS is mentioned to be able for the communication system to “talk” back and forth. Is SIS platform different from MISTAR? If so, what is the platform?
For the purpose of these RFP specifications, the “SIS” and “MISTAR” are interchangeable. The consortium is based on the Q Student Information System developed by Aequitas Solutions, Inc of Rancho Cucamonga, California. MISTAR-Q is the name of the student information system in the context of this proposal. However, other districts may be interested in a proposed solution, other than MISTAR-Q

5. Page 16: Administrative Tasks/Data Management: We observe most of the requirements require high level of integration with MISTAR. Do you have interface or documentation of MISTAR that would help us assist on level of integration effort?

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6. Question: Do you have estimated number of users? Also, do you have expected daily volumes of calls, e-mail, SMS and text-to-speech notifications?

Estimates can be provided based on 270,000 students and eighty (80) districts. We do not have readily available statistics on volume of notifications.

7. Do we need to register on a procurement portal to submit a response? And what is the exact date for the proposal submission (PFA FYI please check the attachment, there are 2 different dates stated on page 3 and page 4 i.e. May 19th and May 7th)?

Though vendors are not required to register through the SIGMA vendor portal (<https://sigma.michigan.gov/webapp/PRDVSS2X1/AltSelfService>), all Michigan school districts are required to use the site for RFP postings.

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