

---

The Purpose of this Addendum is to **provide responses to questions asked during the Pre-Proposal Meeting on March 18, 2025, as well as those received via email, and to extend the solicitation due date.**

The new due date for this RFP is **April 8, 2025, at 2:00 PM CST.**

### **Questions and Answers**

1. Will you be awarding multiple companies with this bid? Or are you planning on just awarding one company?

**Answer: We expect to award it to one company.**

2. Are you expecting to invite vendors to present as part of the decision-making process?

**Answer: Yes.**

3. If we have already submitted information for a vendor such as W9s etc. Is this the same or separate process?

**Answer: Bidding on an RFP is a separate process. When submitting your response, please ensure that your W-9 form, along with all other required documents, is attached.**

4. Can you explain what details must be included in the student absent notification?

**Answer: The notification should include information on the absence the name of the school, the name of the student and instructions for the parent as a follow up.**

5. The “unlimited” number of contact paths for SMS and Voice per contact, is a must have or is there enough contact paths based on mass notification best practices for multi-modal alerting acceptable? Generally, that includes 6 to 10 contact paths per SMS and Voice.

**Answer: The 6-10 contact paths per SMS and Voice are acceptable; however, we would like to have the ability to add more in the future.**

6. You state contacts will be staff and students, will parents and guardians also be contacts for alerting?

**Answer: The contact information for students downloaded from PowerSchool would be parent/guardian contact information. Staff contact information would come from Oracle.**

7. In addition to School Messenger Communicate, does DISD use ClassDojo or other services to support your communication efforts?

**Answer: Currently, the only contracted district mass communication vendor is SchoolMessenger.**

8. How is the District sending transcripts and report cards home?

Answer: Report cards are issued at intervals throughout the year. The final report cards are issued to elementary students at school and are mailed to the homes of middle and high school students.

9. Is the district also considering solutions for related needs, such as digital forms and permission slips, attendance notifications, and secure document delivery with e-signatures? While I understand these may not be explicitly within the current RFP scope, they are often complementary to communications platforms and can streamline additional operations.

Answer: No, not currently.

10. Oracle API Integration

- a. Can you provide more details on how the district expects Oracle API integration to work for staff contacts?
- b. Are there any specific requirements for real-time data exchange?

Answer: Real time is not needed. We expect to connect with vendor API for sharing of pertinent staff information.

11. PowerSchool Data Exchange

- a. What kind of data is currently being sent to PowerSchool?
- b. What level of integration is expected—one-way push, two-way sync, or another format?

Answer: Currently, data sent from PowerSchool includes student ID, first name, last name, phone 1, phone 2, org number, email, language, grade, gender. Other data may be necessary for additional services not in use now.

Integration is expected to be one-way.

The information in this Addendum is hereby incorporated and made part of any contract awarded pursuant to this solicitation.

**Please sign this addendum and submit along with your copies of the proposal. ALL OTHER PROVISIONS, AND OTHER TERMS AND CONDITIONS REMAIN UNCHANGED. BIDDERS ARE REQUIRED TO ACKNOWLEDGE AND RETURN/SUBMIT A COPY OF THIS ADDENDUM WITH THEIR PROPOSAL.**

Company Name:	_____	Submitter's Name/Title:	_____
Address:	_____	City, State and Zip Code:	_____
Email Address:	_____		
Submitter's Signature:	_____	Telephone No.	_____
Fax No.	_____	800 # (if available)	_____
Date:	_____		

END OF ADDENDUM