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# APPENDIX D -PRODUCT/SERVICE REQUIREMENTS

**WSIPC RFP 22-03 Notification System Solutions**

## INSTRUCTIONS

Please answer each requirement based on the proposed solution’s ability to satisfy the respective requirement. If the requirement cannot be met and warrants further explanation, a brief explanation may be provided in the “Comments” column. The following scoring system should be used to evaluate each business requirement:

|  |  |
| --- | --- |
| **Response Code** | **Definition** |
| Y—Yes | Requirement is met. |
| N—No | Requirement is not met. |
| Q—Qualifier | Ability to meet requirement requires further explanation from Vendor. Please use the "Comment" column to provide more details. |

## General

| **Requirements/Specifications** | **Yes** | **No** | **Q** | **Comment *(Required if “Q” is selected)*** |
| --- | --- | --- | --- | --- |
| **Product/Service Usage -** The product and/or service is used by other Washington State K-12 school districts and has an active Washington State user community. | [ ]  | [ ]  | [ ]  |       |
| **Documentation -** Describe access to operational, instructional, and/or specification sheets. It is highly desirable that this type of information be available to customers electronically via the internet (preferred) or other electronic means of delivery. | [ ]  | [ ]  | [ ]  |       |
| **Shipping Costs -** All costs for shipping to the buyer’s location, must be clearly stated on price lists and promotional materials, and must be clearly described in the Proposer’s response to this RFP. | [ ]  | [ ]  | [ ]  |       |
| **Vendor Website -** The Proposer must have an active website with published product and/or service information. | [ ]  | [ ]  | [ ]  |       |

## Technical/functional Requirements

| **Requirements/Specifications** | **Yes** | **No** | **Q** | **Explanation *(Required if “Q” is selected)*** |
| --- | --- | --- | --- | --- |
| Cloud-based interface; available through all major web browsers | [ ]  | [ ]  | [ ]  |       |
| Reliable delivery for all supported methods using best available technology to ensure messages are received by recipients | [ ]  | [ ]  | [ ]  |       |
| User account role-based security; permission-based on message type | [ ]  | [ ]  | [ ]  |       |
| Assignment of permissions based on delivery method down to the teacher level | [ ]  | [ ]  | [ ]  |       |
| Integrates with Active Directory for authentication of users; users with rights at multiple sites should have the ability to maintain one user account in the system and it should be associated with their Active Directory user profile | [ ]  | [ ]  | [ ]  |       |
| Integration with user Student Information System, especially Skyward software | [ ]  | [ ]  | [ ]  |       |
| Support users of Android and iOS mobile devices to compose, select recipients, and schedule messages for all delivery types | [ ]  | [ ]  | [ ]  |       |
| Support email, voice calling (landline, VOIP and mobile/cell numbers), and text (and list other possible avenues like desktop alerts, digital signage) | [ ]  | [ ]  | [ ]  |       |
| Support automated delivery of messages to social media and mobile apps | [ ]  | [ ]  | [ ]  |       |
| Support at least three types of messages: emergency, non-emergency, and attendance | [ ]  | [ ]  | [ ]  |       |
| Support ability to retrieve sent messages for at least 12 months from the date of scheduled delivery; the total amount of retention time shall be provided | [ ]  | [ ]  | [ ]  |       |
| Support ability for system admin to maintain ‘do not call’ lists to ensure do not call requests are honored | [ ]  | [ ]  | [ ]  |       |
| Support a dedicated mobile app | [ ]  | [ ]  | [ ]  |       |
| Support system admin to restrict delivery time for non-emergency calls | [ ]  | [ ]  | [ ]  |       |
| Robust reporting including delivery summary for messages sent, message failure summary, number of messages sent by entity, and custom reporting options | [ ]  | [ ]  | [ ]  |       |
| Custom groups (i.e. clubs, business groups, grade-levels) to facilitate targeted messaging | [ ]  | [ ]  | [ ]  |       |
| Support at least six (6) contact fields – 2 of each: phone, email, and SMS per contact record | [ ]  | [ ]  | [ ]  |       |
| Translation services available – number/which languages/which components are translated | [ ]  | [ ]  | [ ]  |       |
| Disallow duplicate messages so a number isn’t called multiple times/multiple copies of the same email aren’t received at the same email address/phone number | [ ]  | [ ]  | [ ]  |       |
| Multi-device display capabilities (i.e. mobile phone, tablet, desktop computer) | [ ]  | [ ]  | [ ]  |       |
| Ensure messages meet applicable accessibility guidelines | [ ]  | [ ]  | [ ]  |       |
| Allow recipients to easily opt-out of receiving future messages of each type (voice, email, SMS) and allow recipients to self-manage messaging preferences, ideally through an existing parent interface (i.e. Skyward Family Access or Student Access Portals) | [ ]  | [ ]  | [ ]  |       |
| Allow recipients to self-manage contact points (voice, email, SMS) ideally through an existing interface (i.e. Skyward Family Access and Student Access Portals) | [ ]  | [ ]  | [ ]  |       |
| Allow recipients to self-manage subscriptions to specific message types and to select a preferred modality (voice, email, SMS) for each type, ideally through an existing interface (i.e. Skyward Family Access and Student Access portal) | [ ]  | [ ]  | [ ]  |       |