NOLA Public School
Procurement Department
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December 15, 2023

Addendum No. 1

REQUEST FOR PROPOSAL NO. 24-0053
CUSTOMER EXPERIENCE AND COMMUNICATIONS
PLATFORM SERVICES

This Addendum and Clarification item forms a part of the RFP Documents and modifies the original RFP Documents issued December 1, 2023. Acknowledge receipt of this Addendum on the Addendum Form of the Request for Proposal. Failure to do so may subject proposal to disqualification.

This Addendum consists of 2 Page(s)

CLARIFICATION:

1. **Question**: Are you looking for the platform to be hosted in the cloud or in your data center?

   Answer: The platform should be hosted in the cloud.

2. **Question**: Platforms are priced based on the number of users, the number of interaction paths, and the number of interactions with the stakeholders. Do you have any numbers you can share with us?

   Answer: Yes, we estimate 200 paths and interactions with stakeholders.

3. **Question**: What databases are you currently using and do we need to integrate all of them? Do you know if they provide any APIs for integration?

   Answer: There is not a current database that needs to be integrated. Therefore, we are unaware of any APIs that need integration.

4. **Question**: Can you please extend the December 19th due date? With questions due on the 13th and the addendum for the answers to be posted on the 15th, that only provides one full working day to work on our response.

   Answer: No, the due date was provided in the initial RFP documents.

5. **Question**: Will the communications platform serve all schools within the NOLA Parish?

   Answer: No, just NOLA-PS District Office.

6. **Question**: This includes any needed information for phone sets, number/types of users/licenses, voice connectivity to the PSTN…needed or not?,

   Answer: This is not needed.

7. **Question**: OPSB systems that will be required to connect to and any relevant information about interoperability needed with NOLA PS in order to scope customization work or data integration work and expectations.

   Answer: This statement is not clear; therefore, the user department is unable to provide a response.

8. **Question**: Are you looking for something conceptually or traditionally also known as a Learning Management System (LMS) such as Blackboard Learn or Anthology? This is very different than a customer experience or contact center which often includes automatic call distribution (ACD) with inbound and outbound voice calls, emails, etc.?

   Answer: No

9. **Question**: What is the technical system or systems currently being used by NOLA-PS for data collection?

   Answer: NOLA-PS is not currently using technical systems for data collection. Collection.

10. **Question**: When does NOLA-PS want to launch the platform?

    Answer: Anticipated launch date is July 2024.

End of Addendum No. 1