

## PROVO CITY SCHOOL DISTRICT REQUEST FOR PROPOSAL

Parent Communication Software Program

Solicitation # PRCSD202425809

Provo City School District is seeking proposals from qualified vendors for the implementation of a school-home communication software platform. We are seeking to improve our communication channels with parents/guardians to ensure timely updates, notifications, and engagement regarding their children's education and school activities from the district office to the classroom teacher.

### Background:

Provo City School District (PCSD) currently serves just over 14,000 students, including students and parents who speak different languages. PCSD is committed to enhancing the overall experience of both students and parents through effective communication strategies, including providing communication in their preferred language.

### Objectives:

- Streamline communication between PCSD and parents/guardians in their primary language.
- Provide parents/guardians with timely updates on their children's academic progress, school events, and other relevant information.
- Facilitate two-way communication to ensure parent engagement, involvement and attendance in their children's education in multiple languages.
- Provide communication to parents in various modes including, but not limited to text, voice, and email.
- Ensure the security and privacy of all communication channels and data shared.
- Ensure software integrates with PCSD's student information system, PowerSchool, via direct API plugins or a Data Integrator Clever.

### Scope of Work:

- Provide a comprehensive parent communication software solution that meets the needs and objectives outlined above.
- Customize the software to align with PCSD's branding and specific requirements.
- Implement features such as messaging, notifications, event scheduling, attendance tracking, academic progress reports, and multimedia sharing.
- Offer training and support for administrators, teachers, and parents/guardians to effectively utilize the software.
- Ensure compliance with relevant data protection regulations, including FERPA.

### Proposal Submission Guidelines:

- Interested vendors are requested to submit their proposals by March 15, 2024.
- Proposals should include a detailed overview of the proposed solution, including features, functionalities, pricing structure, implementation timeline, and support services.
- Vendors must provide references from similar projects and demonstrate their experience in developing and implementing parent communication software.
- Proposals should be sent electronically to [meldredge@provo.edu](mailto:meldredge@provo.edu) with the subject line: "Proposal for Parent Communication Software - [Vendor's Name]."

### Evaluation Criteria:

- Compliance with stated objectives and scope of work.
- Quality and comprehensiveness of the proposed solution.
- Vendor's experience and track record in delivering similar projects.
- Pricing competitiveness and transparency.
- Quality of training and support services offered.
- References and client testimonials.

### Timeline:

- Release of RFP: March 7, 2024
- Proposal Submission Deadline: March 18, 2024
- Evaluation of Proposals: March 19, 2024
- Vendor Demonstrations/Presentations (if necessary): March 20-22, 2024
- Selection of Vendor: March 22, 2024
- Board Approval (as necessary): April 16, 2024
- Contract Negotiation and Finalization: April - May 2024
- Implementation Kick-off: July 1, 2024

Provo City School District reserves the right to accept or reject any proposal and to negotiate with any qualified vendor. Submission of a proposal indicates acceptance of the terms outlined in this RFP. For inquiries or further information, please contact Michelle Eldredge at [meldredge@provo.edu](mailto:meldredge@provo.edu) or 801-370-4624.

Thank you for considering our request. We look forward to receiving your proposal and potentially partnering with you to enhance parent communication at Provo City School District.