

## **Addendum No. 1**

Date: **June 27<sup>th</sup>, 2024**

Re: **Family Engagement Support Platform**

RFQ No.: **124-132-7-2**

The following information becomes part and parcel of Request for Proposals (RFP) #124-132-7-2 effective this date. Firms must acknowledge receipt of this addendum in their solicitation response.

The listed items add to, modify, or otherwise alter the specifications and become part of the solicitation documents. Where a portion of the original specifications are added to, modified, or also altered, the portion not so affected shall remain. Firms may have the right to protest this addendum.

### **Inquiries/ District Responses**

Before the solicitation inquiry deadline of June 25<sup>th</sup>, 2024, the District received inquiries regarding this solicitation. The District's response to each question follows in **bold** font.

1. What specific challenges or pain points are the organizations facing in terms of employee experience/engagement?  
**N/A for this solicitation**
2. What HRIS System do you use today? What are your main expectations with the HRIS Integration with this platform?  
**N/A for this solicitation**
3. What are the most critical integrations for you with this platform?  
**See Additional Services in RFP/Scope of Work**
4. How are you presently approaching employee engagement, and what tools are in place to foster and maintain employee engagement? What specific metrics do you monitor to assess these aspects?  
**N/A for this solicitation**
5. Do you have any initiatives for community-building or engaging in activities within your organization?  
**GCS engages all stakeholders, including community partners and families through multiple avenues including, but not limited to, school family events, district and school**

**communication (digital, website, print, etc.), and special events. These can vary by school and program within the district.**

6. Are there existing learning or training platforms provided to your employees at the moment?  
**N/A for this solicitation**

7. Have you conducted any surveys and received feedback from employees that drove this initiative?  
**Employees give feedback in multiple ways throughout the school year and we are continuously looking for ways to best involve our families.**

8. What does the ideal solution look like for your team?  
**per the RFP, "This scope of service outlines the requirements for an online communication solution designed to enhance interactions between parents, schools, and teachers. The solution should facilitate effective communication, streamline information sharing, and support student success through an integrated, user-friendly platform"**

9. How do you promote learning and development opportunities for staff? How are they communicated and how does your employees know what systems are available for them to improve their skills and grow within the organization?  
**We have a robust system of learning and development opportunities for staff; however, these are N/A for this solicitation.**

10. When do you anticipate launching the platform?  
**As early as July 2024, but as needed by schools**

11. How many team members are a part of this project and will be working with our team?  
**Depends on the implementation at each site and their needs.**

12. What are your expectations from an ideal partner during and post implementation?  
**Per the RFP, "Professional Development and Support: The solution should include comprehensive training and support resources for educators and administrators such as:**

- On-Demand Training Modules: Self-paced training modules and tutorials to guide educators and administrators in using the platform effectively.**
- Live Webinars and Workshops: Interactive webinars and virtual training sessions for hands-on learning and professional development.**
- Technical Support: Access to a responsive support team for troubleshooting and assistance, available during standard school hours."**

13. How do you handle company communication? Do you use slack, teams, or are all important employee communication happens through emails?  
**N/A for this solicitation**

14. How is training conducted for the introduction of new tools, and what onboarding processes are currently implemented?  
**Onboarding processes are developed based on the tool and the support available.**

15. Do you have a document management system like SharePoint or where do your company SOP or any important documents reside?  
**N/A for this solicitation**
16. Could you provide insights into the onboarding experience for new hires?  
**N/A for this solicitation**
17. What are the 3 biggest goals with this platform?  
**The solution should include a comprehensive set of features that enable seamless and secure communication among parents, schools, and teachers.**
18. What drove this initiative to implement now vs prior?  
**Regulations associated with procurement using federal funds necessitated this solicitation.**
19. What are some goals set for the implementation of this program?  
**See Required Features in RFP**
20. What is your budget for this project?  
**The estimated budget for this project is flexible and will be determined based on the proposals received.**

**End of Section – Inquiries/District Responses**

All other terms and conditions remain unchanged and in force.

Thank you for your interest in the District.

Matt Pettit  
Director of Procurement