

**NOLA Public School
Procurement Department
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November 8, 2023

Addendum No. 2

REQUEST FOR PROPOSAL NO. 24-0041

CUSTOMER EXPERIENCE AND COMMUNICATION PLATFORM SERVICES

This Addendum and Clarification item forms a part of the RFP Documents and modifies the original RFP Documents issued October 19, 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 1 page(s).

CLARIFICATION:

- 1. Question:** Is Orleans Public School Board looking for a VOIP phone system or a general communications platform?

Answer: NOLA-PS is not looking for a VOIP phone system. NOLA-PS is seeking a communications platform that enables the below:

- Two-Way Communication
- Anonymous Feedback
- Multiple Communication Channels
- Centralized Inbox/Dashboard
- Data Collection and Analysis
- Customization
- Language Translation
- Reports and Analytics
- Community Engagement
- User Management System

End of Addendum No.2