

**Purchasing Department**  
2815 East Garland Avenue  
Spokane, WA 99207-5889

phone (509) 354-7174  
fax (509) 354-7183  
www.spokaneschools.org



July 13<sup>th</sup>, 2023

## **CALL FOR RESOURCES CFR 2223-07** **Stakeholder Communication and Customer Service Solution**

Spokane Public Schools is looking for a customer service solution that enables various stakeholders to ask questions and get questions answered using a web-based interface that has chatbot capabilities.

**The District expects the approved product would be in place for the start of the 2023-24 school year.**

Elements Required:

- Customizable user management: create custom groups, reassign dialogues between individual users or custom groups of users, and allow for internal chat to support collaboration on answering stakeholder questions.
- Questions, comments, and suggestions from stakeholders should be available in various modes like email, web-based form, phone call, and text messages that feed into a shared inbox for individual users and user groups within the district.
- Data analytics and reporting should allow the district to see customer satisfaction, the duration of time before answering questions or requests, and have historical data for each user engagement.

For other District requirements for consideration of adoption, please refer to these documents on the District Website, and return the VPAT questionnaire for electronic curriculum:

<https://www.spokaneschools.org/callforresources>

<https://www.spokaneschools.org/shortvpat>

**Deadline to respond is 1:00 PM, Tuesday, July 25<sup>th</sup>, 2023.**

Thank you for contacting me with information or questions,

Scott Kerwien

[ScottKe@spokaneschools.org](mailto:ScottKe@spokaneschools.org)

Executive Director of Student Success

509.354.7349 | [www.spokaneschools.org](http://www.spokaneschools.org)

Spokane Public Schools

TO BE ADVERTISED IN THE [Spokesman-Review on 07/14/2023 and 07/20/2023.](#)