



March 8, 2022

IT Management System RFQ 2022

Answers to Requests for Clarification

Addendum 2

A2 QUESTIONS:

1. Is it possible to extend the deadline to give vendors adequate time to put together a quality response for evaluation?
 - a. **ANSWER: The deadline for submission has been revised and extended to March 17, 2022 at 12:00PM EST. This information was published with Addendum 1 on March 3, 2022.**
2. Are RCS only looking for a cloud hosted ITSM solution?
 - a. **ANSWER: cloud hosted is preferred, however, we will consider all options.**
3. The "ITSM Specs" spreadsheet references data migration however doesn't explicitly state whether this is required. Could you confirm whether data migration is required and if so what data you would like to migrate e.g. current live tickets, changes, CI's etc?
 - a. **ANSWER: Asset Inventory from Excel Spreadsheets**
 - b. **Knowledge base articles in Microsoft Word documents and PDF files**
4. Please could you clarify how many agents/technicians would be required to access the solution?
 - a. **ANSWER: All staff members will need access to the solution. Access levels within the platforms would be determined by their roles within the district. Until we better understand the role of agent/ technician within the platform, we can only estimate between 8-15 users.**
5. Could you confirm the must have integrations that are required for the new solution as there are many integration possibilities including Identity Management e.g., Active Directory including SSO, Asset Discovery e.g., SCCM, JamF, InTune etc., Email collaboration e.g., Exchange/O365, network monitoring e.g., Solarwinds, social collaboration such as Microsoft Teams, reporting e.g., PowerBI that we can provide?

- a. **ANSWER: We have many systems here in house that are utilized by our team that would be nice but not required to have integrations with; Jamf, Synergy SIS, Google Admin Console, Slack, Active Directory, System Center, PRTG.**
6. Often a phased approach of delivery is beneficial to customers ensuring project success across key go-live requirements prior to subsequent phases. Does RCS have any practices/processes e.g., Incident Management, Problem Management, Change Management, Asset Management etc. that should be rolled out in a phased manner to hit key cut-over milestones and deliverables e.g., certain must have practices by go-live July 2022?
 - a. **ANSWER: Phase 1 - Asset Inventory and Incident Management integration with SCCM and SSO with AD by Jul 1, 2022**
 - b. **Phase 2 - Determine additional phases for specific teams following the conclusion of the Phase 1 rollout.**
7. What are the other departments that would like to use the new solution and are there any key requirements for them
 - a. **ANSWER: We are looking to scale the solution as the support for other departments. Other departments may include: HR, Purchasing, Enrollment etc.**
8. Can this be extended given the one week turnaround time from response to questions provided and the current due date?
 - a. **ANSWER: The deadline for submission has been revised and extended to March 17, 2022 at 12:00PM EST. This information was published with Addendum 1 on March 3, 2022.**
9. Licenses for our proposed solution are based on the number of users that work tickets (e.g. service requests, incidents, etc). Users who create tickets (service requests, incidents, etc) do not need a license. How many users/support staff will receive, work on, and resolve tickets?
 - a. **ANSWER: All staff members will need access to the solution. Access levels within the platforms would be determined by their roles within the district. Until we better understand the role of agent/ technician within the platform, we can only estimate between 8-15 users.**
10. How many assets does RCS currently maintain?
 - a. **ANSWER: Currently 50,000. Expecting the number to increase**
11. How many assets need to have barcode functionality?
 - a. **ANSWER: All of our assets are currently barcoded. We will need to understand the functionality of your system in a demo in order to answer further.**
12. How does RCS currently use SCCM?
 - a. **ANSWER: SCCM is our imaging, software and hardware solution**
13. What is RCS's requirements surrounding the integration with SCCM? What information and functionality is expected with this integration?

- a. **ANSWER: Our goal is for your solution to leverage the data available in SCCM to bring efficiency to the overall support process.**

14. How many different types of incidents do you currently have? How many different workflows do you have for those incident types?

- a. **ANSWER: Currently we have minimal use of types and workflows. We primarily process hardware work orders supported by Level 1- 3 technicians.**

15. How many different service types do you currently have? How many different workflows do you have for those service types?

- a. **ANSWER: refer to question 14**

16. Can you provide an example of an incident form?

- a. **ANSWER:**

Media & Technology Workorder

Thank You for using the Rochester Community Schools on-line workorder system for MEDIA & TECHNOLOGY. Please complete this request form.

Step 1

Location

-- Select Location --

Building

-- Select Building --

-- Select Area --

Area Number

Asset Inventory

Step 2

Select Problem Type:



Technology Help Desk: Click on the problem type below that best describes your issue.

-- Select Problem Type --

Step 3

Please describe your problem or request.

Step 4

Requested Completion Date

Step 5

Questionnaire

No Questionnaire for selected Problem Type

Step 6

Please provide contact information for follow-up questions and notifications.

Requested By

(Select "OTHER" if requester not in list and type their name in field below.)

First Name

Last Name

Email

Phone

Pager

Mobile Phone

Step 7

Action Taken

Action taken communicates your action reason to those involved with this work request. It is optional.

Step 8

Attachment

[Attach New File](#) (Maximum allowed is two attachments with a size of 3MB or less per file.)

Step 9

Will you perform this work?

Yes No

Step 10

Your new requests are automatically shown as approved by you on submit.

NOTE: You will receive the following notifications.

You will be notified receipt of your request.

You will be notified of status changes to your request.

17. Can you provide an example of a service request form?

- a. **ANSWER: refer to question 16**
18. How many incidents are currently created per month (on average)?
- a. **ANSWER: we do not currently distinguish between incidents and service requests. Our overall monthly average is 600 based on our 6 month average. Fluctuates based on time of year. (Beginning of the school year vs. 3 months in)**
19. How many service requests are currently created per month (on average)?
- a. **ANSWER: refer to question 18**
20. What system(s) do you currently use to manage incidents and service requests?
- a. **ANSWER: SchoolDude, Outlook, Jotform integrated with Google Sheets for users who do not have access to our current system (Students/ Parents)**
21. What are the primary reasons you are looking for a different ITSM solution?
- a. **ANSWER: See APPENDIX A: SPECIFICATIONS**
- b. **Our current solution is outdated and is not meeting our standards for the district's vision moving forward. We would like more robust asset management capabilities as well as detailed reporting options to allow the district to make more data driven decisions. We would also like the capability to create and maintain a knowledge base with our ITSM. This is a limitation in our current platform.**
- c. **Our current system does not have the ability to integrate with any of our current systems**
22. How many different event/alert monitoring tools need to be integrated per the requirement on row 29 of the ITSM Specs spreadsheet?
- a. **ANSWER: The solution needs to allow for the automation of creation/ updating of tickets per our requirements.**
23. Requirement 34 (row 34) asks for the ability to assign tasks to outside agencies. Can RCS provide an example for when incidents need to be assigned to outside agencies?
- a. **ANSWER: Outages, broken equipment, bugs or glitches in their systems that are causing a disruption to ours. Example: When SMART IFP Boards in classrooms break, and need to be serviced by the vendor.**
24. Requirement 34 (row 34) asks for the ability to assign tasks to outside agencies. What does the process currently look like in this scenario?
- a. **ANSWER: Vendor reps have an account in our system. When our Techs/ TA's are unable to service specific equipment our users can assign work orders to our Vendor rep through our current platform.**
25. How are repair costs currently calculated as mentioned in requirement 48 (row 48)?
- a. **ANSWER: Repair costs are currently not calculated though our current system. Repair costs are charged manually on a day-by-day basis by our Technology Services Secretary.**

26. What does RCS mean when it says that “employees [can] accept cases before they are assigned to them” (requirement 53)?
- a. **ANSWER: Under what circumstances can a user see available work orders and self assign/ complete a work order?**
27. How frequently does RCS anticipate the need to import software audit information as mentioned in requirement 79 (row 79)?
- a. **ANSWER: Quarterly**
28. What kind of trends is RCS looking to track as mentioned in requirement 120 (row 120)?
- a. **ANSWER: Some examples of trends would be network outages, failing hardware, trends between hardware and software incidents. Can the solution alert us of similar requests that may indicate a trend or failure.**
29. Can RCS provide an explanation for the metrics it is looking for in requirement 162 (row 162) regarding “balanced scorecard metrics”?
- a. **ANSWER: Work orders submitted by day, hour, building, and month.**
 - b. **Work orders submitted by incident type.**
 - c. **Number of open work orders vs. closed, pending and awaiting users.**
 - d. **Work orders closed by Technician/ TA and User**
 - e. **Are we meeting our hardware, software and incident SLA’s and SLO’s?**
30. Does RCS require any specific data compliance as the result of the type of data maintained (e.g. PII, HIPAA, FedRAMP, etc)?
- a. **ANSWER: FERPA, COPPA, and PII**
31. For Requirement 189 (row 189) - what kind of additional functionality is RCS expecting? Future functionality that is not currently available in the solution but will be in the future?
- a. **ANSWER: Yes, any features that are planned and currently in development but might not be ready at the time of signing. What is your solution's future roadmap?**
 - b. **Please refer to Appendix A**
32. How often does RCS anticipate the need to send ad-hoc emails from the solution as mentioned in requirement 194?
- a. **ANSWER: We would need to see first in the demo what your solutions definition of an ad-hoc email is before determining how often we would utilize the feature**
33. Are you open to other business intelligence tools other than SSRS?
- a. **ANSWER: Yes**
34. Does Rochester Community Schools require a data conversion?

- a. **ANSWER: Refer to question 3.**
- 35. If data conversion is required, is data in an existing tool or in some other form available for initial content loading?
 - a. **ANSWER: Refer to question 3**
- 36. If data conversion is required, what forms of data require conversion, e.g. open requests, assets, users, etc.?
 - a. **ANSWER: Please refer to question 3**
- 37. If data conversion is required, how many records does RCS expect need to be converted?
 - a. **ANSWER: 50,000 asset records, 200+ knowledge articles**
- 38. Is RCS Referring to SOAP requests with the mention of “Web Service Interfaces” in requirement 191, 192, and 205 or something else?
 - a. **ANSWER: What type of web service interfaces does your solution currently integrate with? We’d need to review functionality in a demo**
- 39. What is the current budget for this initiative?
 - a. **ANSWER: TBD**
- 40. Has a budget for this contract been determined? If so, what is it?
 - a. **ANSWER: TBD**
- 41. What has RCS tasked as its #1 business issue?
 - a. **ANSWER: efficient management of our support processes, resources, and team**
- 42. What RCS strategic initiative is this engagement in support of?
 - a. **ANSWER: Technology and infrastructure**
- 43. What roadblocks or challenges is RCS experiencing that led to the creation of this solicitation?
 - a. **ANSWER: Lack of integrations, reporting, metrics, knowledgebase, the inability to make data driven decisions**
- 44. What future projects and/or initiatives are dependent on/awaiting the completion of this engagement?
 - a. **ANSWER: We have many priority initiatives coming up that we need this solution in place for - including districtwide inventory in prep for moving locations, facilitation and support of 1:1 devices, and more.**
- 45. What capability does RCS currently not have that you are looking to have at the end of this engagement?
 - a. **ANSWER: Ability for RCS to make more data driven decisions within the district**

46. What is the expected mobile functionality?

a. **ANSWER:** The mobile app would increase use and functionality for our users.

Here are a couple of examples:

Technicians can access device details and repair history after a simple barcode scan, start working on the device from the mobile app, review their queue, etc.

Users can scan the barcode and create a ticket, lookup status, add details, attach a picture, etc.

47. What outcome does RCS want to achieve with mobile functionality?

a. **ANSWER:**

48. Is this a global setting or a ticket-by-ticket setting?

a. **ANSWER:** Unable to answer due to missing line reference

49. Please provide clarification: Is this asking if the system can take impact/urgency into consideration when assigning a SLA?

a. **ANSWER:** Unable to answer due to missing line reference

50. Will the outside agencies be granted a license to work within the system? Or is the expectation that they can update a task without a license

a. **ANSWER:** Yes, they can update a task without a license

51. How does your organization define time to first touch? Is it from the time the ticket was created to the time someone did something within the ticket?

a. **ANSWER:** From the time the ticket was created to first activity with the ticket

52. In order to accurately develop a price quotation for Rochester Community Schools, we need to know your user/license count needs. Our solution supports an active named user license model, which will allow you to deactivate a license for one user and activate the same license for another. Our discount model is based on overall licensing volume, so knowing these estimates will provide a more accurate quote. Typically, the total active named users aligns closely with the number of technicians you have on staff and any additional IT staff you might have at each school that would need to use the platform to resolve/troubleshoot tickets. Could you please provide the total number of active named user licenses you would need to use the platform and a breakdown of the roles involved?

a. **ANSWER:** All staff members will need access to the solution. Access levels within the platforms would be determined by their roles within the district. Until we better understand the role of agent/ technician within the platform, we can only estimate between 8-15 users.

b. **Current structure based on hardware break fix and required softwares:**

i. **Level 1 (TA) - 21**

ii. **Level 2 - 5**

iii. Level 3 - 1

iv. Level 4 - 2

v. Level 5 - 3

c. Moving forward, we are expecting additional licenses as we add software support capabilities

i. Estimated 6 additional users

53. Under the Insurance and Indemnification section, only Insurance is addressed. Is there information regarding Indemnification that should be included for review? If so, can that be provided and are you open to exceptions if needed?

a. **ANSWER: The district's indemnification is given throughout the RFQ document in several sections citing the reserved right to accept or reject any responses.**

54. Under the Quote Information and Requirements for Acceptance section, #14 refers to agreement of a "Hold Harmless" clause. Can you provide a copy of that clause for our review and are you open to exceptions if needed?

a. **ANSWER: There is no specific clause to share for review.**

55. As part of the Proposers Certification Form, it indicates that by signing, the authorized representative has read and understood the terms and conditions of the RFQ. Are there separate Terms and Conditions not currently included in this RFQ that we should review and if so, can those be provided?

a. **ANSWER: There are no additional terms or conditions to include in the RFQ.**

56. Can you please provide the total number of end point computers that you would like to monitor/manage with from a Software Asset Management perspective?

a. **ANSWER: 20,000 computers overall**

END ADDENDUM