

November 11, 2022

ADDENDUM 1

To: All Prospective Offerors
From: Scott Bachtell, Supervisor of Purchasing
Reference: RFP 2023-24 Information Technology Service Management (ITSM)

REVISED Proposal Due Date & Time: November 30, 2022, by 11:00 AM EST

This addendum is being issued to provide additions, corrections, clarifications, and answers to certain questions raised referencing the original RFP packages and any resultant contracts for the above bid.

Clarification:

1. WCPS is anticipating proposals will be submitted by vendors with established “commercial off-the-shelf” ITSM solutions which can address the requirements detailed in Attachment A with minimal need for custom development.

Questions:

1. Question: Can companies from Outside USA can apply for this? (like, from India or Canada)

Answer: There is no requirement that the company providing the ITSM solution be based in the U.S.A., however the location of hosting services etc. may be considered as part of the evaluation of the security of the solution. Please reference Section I, Number 7., Letter d. As well as the information required in Attachment C WCPS Contract Affidavit.

2. Question: Do we need to come over there for meetings?

Answer: WCPS will expect the awarded to do what is necessary to fulfill the requirements of the RFP. It is expected that meetings related to this project can be conducted virtually during regular WCPS business hours.

3. Question: Can we perform the tasks (related to RFP) outside the USA? (like, from India or Canada)

Answer: WCPS will expect the awarded to do what is necessary to fulfill the requirements of the RFP. There are currently no requirements that tasks must be performed in the U.S.A., however, the location of hosting services etc. may be considered as part of the evaluation of the security of the solution.

4. Question: Can we submit the proposals via email?

Answer: Please see RFP Section II item 8 regarding requirements for submission.

5. Question: We noticed that responses are due immediately following the Thanksgiving holiday. In order to ensure we have sufficient time to prepare a comprehensive response, our team is requesting an extension.

Answer: Please see revised due date listed above.

6. Question: We are a California incorporated firm and does not have registration or office in Maryland, can we bid for this?

Answer: Please reference Section I, Number 7., Letter d. As well as the information required in Attachment C WCPS Contract Affidavit.

7. Question: We do not have any MSA with Maryland, can we bid for this?

Answer: Please see the answer to question 6.

8. Question: Please share Vendor mandatory qualifications.

Answer: The vendor mandatory qualification is the ability to provide an ITSM platform that meets the requirements as detailed in Attachment A

9. Question: Is this position to work remotely?

Answer: WCPS will expect the awarded to do what is necessary to fulfill the requirements of the RFP. It is expected that meetings related to this project can be conducted virtually during regular WCPS business hours (as referenced in Question #2)

10. Question: How many licenses does WCPS need?

Answer: Since various vendors may have different licensing models, we are unable to state how many licenses we may need for a particular product. Please review the background information provided in Section III - Scope of Work, as well as the Pricing section of Attachment A

11. Question: We want to inquire if we are allowed to include additional information. Typically, we include an Executive Summary, Order Form, and other relevant information and attachments when submitting an RFP.

Answer: Vendors are welcome to submit additional information so long as the proposal is prepared simply and concisely and all required documents are submitted and clearly identified.

12. Question: Do you require any sort of data compliance for the ITSM solution?

Answer: There are no specific data compliance standards required for the ITSM solution. Please review the Terms and Conditions in the RFP, specifically item 38 regarding Student/Staff Confidentiality, as well as requirement 2.1 from Attachment A

13. Question: Do you need a data conversion from your existing system into the proposed solution?

Answer: Please review requirement 10.2 from attachment A. The ability to import data from a previously existing system may be considered as part of the evaluation and information on this functionality should be included in the response

14. Question: If a data conversion is needed, how much data needs to be converted?

Answer: Please see the answer to question 13. The exact amount of data needing to be converted is unknown at this time.

15. Question: Do you require FERPA compliance?

Answer: In general, the ITSM platform is not expected to house student education records so FERPA compliance is not a requirement. Please review the Terms and Conditions in the RFP, specifically item 38

regarding Student/Staff Confidentiality, as well as requirement 2.1 from Attachment A.

16. Question: If the bidder does not currently have a K-12 educational reference, will that result in disqualification?

Answer: Please see the instructions for the references section in Attachment A. (Please provide 3 references of similar size and scope to WCPS for current clients. K-12 educational institutions are preferred, and at least one reference must be a K-12 educational institution).

17. Question: Is there a specific format required for the response?

Answer: Please review RFP section II items 7 and 8 regarding proposal format and preparation, and proposal submission. Also, review the directions under vendor responses in Attachment A, Section 1.

18. Question: How many users are going to be fielding incoming requests/incidents?

Answer: Please review the background information provided in the 2023-24 ITSM RFP Document, Section III - Scope of Work.

19. Question: How large is your support staff?

Answer: Please see the answer to question 18.

20. Question: Please describe your current incident ticket templates as referenced in 5.17.

Answer: Templates may include the ability to add required and optional fields to incident requests, possibly dynamically depending on other ticket options (for example selected category). As different vendors may implement template functionality in different ways this is only one example of possible functionality related to Incident Ticket Templates.

21. Question: Section III - Scope of Work, Number 3 – With our comprehensive, ITIL-aligned ITSM solution, many of our customers take a phased approach to implementation. Can you articulate what elements of the solution you are expecting to have "fully functional and available to WCPS within 60 days of issuing an award letter?" And to what degree is that 60 days flexible?

Answer: Within the first 60 days we expect the solution at a minimum to provide the ability for end users to submit tickets, and service agents to respond to those tickets, to allow for service agents to submit, review, and track changes, and to have inventory information available so that we can move forward with ending the contract for the existing product. It is possible that automation rules are still being developed, processes are still being refined, inventory agents are still being deployed, and data from the existing system is still being imported beyond the 60 days, however, it is expected that all work will be completed no later than 6 months from issuing the award letter.

22. Question: Are bidders or subcontractors for bidders allowed to work outside of the State in an offshore technical support model?

Answer: Please see the answer to question 1.

23. Question: Are you able to supply a current detailed look into the WCPS IT estate and infrastructure as this will greatly impact the products, services, and skill set small businesses have to quote for?

Answer: Please see the answer to question 18.

24. Question: Please share the annual and/or overall budget for ITSM tool & Implementation Services. This will assist small businesses in understanding the potential scale of the requirements and project cost constraints.

Answer: An exact budget has not been determined for this RFP.

25. **Question:** Having read through the documents we would be keen to have information regarding your current state of ITSM solution and what the current solution is? We note that you mention "increase efficiency and improve customer service" - what is it that you are looking to improve? what is currently not working?

Answer: Our current product is Solarwinds Service Desk and our existing contract is coming to an end. We wish to gain a better understanding of current marketplace offerings for ITSM platforms and the potential for those offerings to increase efficiency, improve customer service, and provide greater value to WCPS.

26. **Question:** Is any Identity management solution currently in place? If so, please provide solution detail?

Answer: WCPS currently uses a combination of on-premise Active Directory, Azure Active Directory, and Google for identity management.

27. **Question:** Please confirm the channel by which the tickets are being generated i.e. email/phone etc or any third party?

Answer: Tickets are generated through multiple channels including phone calls to help desk agents, emails, and submissions through the ITSM web-based portal.

28. **Question:** Please confirm the top 3 ticket drivers?

Answer: The top three drivers for ticket submission are for device repairs, hardware support, and Student Information System application support.

29. **Question:** Please share the detailed ticket dump from the ITSM for us to understand the overall IT environment?

Answer: A ticket dump would include information that we would consider proprietary and/or confidential and will not be shared as part of the RFP process.

30. **Question:** Please clarify what network/asset and software discovery tools are in place to discover the IT Assets for WCPS over the multiple locations? I.e. SCCM, InTune etc.

Answer: WCPS has a variety of tools including SCOM, JAMF, and Google Admin, however, we are interested in what additional functionality an ITSM vendor can provide with regard to inventory and discovery.

31. **Question:** Can any guidance be shared with regard to how much Process Ownership, (including responsibility for agreeing on process policy, process guidelines, process work instructions, and process templates) for the ITIL processes is expected to be retained by the "WCPS" as opposed to how much Ownership is transferred to be within the scope of the Service Management Solution provider. ?

Answer: WCPS expects to retain process ownership for all of these functions, however, we would expect assistance with regard to best practices to optimize the functionality of the selected vendor's systems, configuration assistance during implementation and through ongoing support, etc.

32. **Question:** Does the implementation/support team need to have security clearance prior to them being engaged?

Answer: Security clearance is not necessary; however, vendors should review Section I items 33 and 34 of the RFP with regard to criminal history and background checks to ensure they meet the pertinent requirements.

33. Question: What is the monthly ticket count?

Answer: Ticket volume over the past year has averaged 2,500 tickets per month.

34. Question: Regarding 3 references of similar size and scope to WCPS for current clients, K-12 education institutions are preferred, and at least one reference must be K-12 educational institution. Can this requirement for small businesses to meet the k-12 educational institution requirement be waived? If not, can an offeror's subcontractor's experience count towards the 3 references and the K-12 education institution experience?

Answer: The awarded vendor must meet all of the qualifications.

35. Question: How long has the incumbent's contract term been in place?

Answer: The current system has been in place for approximately 5 years.

36. Question: Who is the current vendor?

Answer: Please see the answer to question 25.

37. Question: Will there be a transition-in/transition-out period coordinated between the incumbent vendor and the incoming team?

Answer: If the platform is changed it is anticipated that there will be a transition process to move between the existing ITSM platform and the new platform, and WCPS will expect assistance from the new vendor throughout the implementation process.

38. Question: It is expected that the platform will be fully functional and available to WCPS personnel within 60 days of WCPS issuing an award letter to the awarded vendor. Depending on WCPS' current ITSM solution and the proposed solution may require a data migration effort that may be impacted by the 60-day schedule constraint. Is this go-live date flexible? Is there an option to incrementally phase out functional system capabilities to meet the 60-day schedule? This timeframe may not be feasible depending on the current state of the existing solution and environment.

Answer: Please see the answer to question 21.

39. Question: What is the name of the current commercial ITSM product that WCPS is currently utilizing?

Answer: Please see the answer to question 25.

40. Question: Why is WCPS looking to replace the current ITSM product with a new one?

Answer: Please see the answer to question 25.

41. Question: Could WCPS consider providing an extension to the proposal due date by at least 2 weeks?

Answer: Please see the answer to question 5.

42. Question: What ITSM solution/s is WCPS currently using?

Answer: Please see the answer to question 25.

43. Question: Does WCPS have ServiceNow instance?

Answer: WCPS does not currently have a ServiceNow instance.

44. Question: What is WCPS currently using for inventory management? Will you be using handheld scanning devices, what type of inventory is it (hardware/computers, software, licenses, non-IT equipment, etc.)? What platforms will you be integrating the ITSM product with?

Answer: WCPS is interested in what functionality ITSM platforms can provide for all types of inventory. Please review Requirement 10.1 from Attachment A.

Sincerely,

Scott Bachtell

Scott Bachtell
Supervisor of Purchasing

cc: Joseph Allen, Executive Director of Technology

This Addendum is Six (6) Pages