

Questions for RFP #251-26-246 – IT SERVICE MANAGEMENT SOLUTION

Line #	Reference	Vendor Question	Answers
1	Overall Question	WCPSS issued a similar RFP in 2024 but apparently did not choose a system. What is different this time?	<u>See page 3 of bid document under Proposal Evaluation</u> - The services that are the subject of this RFP are not required to be bid under North Carolina law, and none of the statutory requirements regarding public bidding apply to this RFP. This document, and not those statutes, may govern the selection process.
2	5.3 Pricing - Page 9	How many support analyst licenses are needed?	User types/counts may be shared upon award of bid. Refer to section 5.3, page 9 in the solicitation.
3	Technology Specifications - Page 9	"All vendors must complete the WCPSS Technical Questionnaire and sign the WCPSS Data Confidentiality Security agreement as presented, without any alterations, redlines, or modifications before being considered." We did not get copies of these documents.	Technical Questionnaire & Data Confidentiality Security Agreement may be provided to final vendors.
4	Required Submittals – Page 12	WCPSS has these required submittals: Signed Proposal (Page 2); Company Profile (Attachment A); Form W-9 – Request for Taxpayer Identification Number and Certification; HUB Form (Attachment C); Reference Information (Page 14). But in addition to these, we assume pricing is required; also, the technology specifications - pages 9 through 11 seem to be required. Is there anything required?	Reference line 7 of Page 12 and 13 in the bid document - Required Submittals. See page 9, Section 5.3 in the bid document for information on pricing.
5	5.3 Pricing - Page 9	In order to price the Bar Code Scanning functionality, are the numbers of assets from 2024 still correct? In the current inventory system, WCPSS tracks: ## computers (desktops, laptops, Chromebooks): 295,000 ## mobile devices (iPads, phones, hotspots): 40,000 ## printers: 7,500 ## mobile charging carts: 9000 ## displays: 15,000 ## peripheral devices (doc cams, streaming devices, etc.):20,000 ## assistive technology devices: 20,000 ## CTE equipment items: 15,000 ## Other (textbooks, curriculum materials): 155,000* ## of servers, P&V combined: 1209. ## of network devices: Multiples per location (>220 sites).	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.

6	Attachment A	Is it a mandatory requirement to have a local office in Wake County for submitting the proposal? If not, will not having the office in Wake County affect negatively during evaluation of the proposal?	It is not mandatory to have a local office in Wake County and does not affect evaluation.
7	Attachment C	Do you have any preference for minorities, women, small business enterprise, disabled business enterprises certified by the North Carolina Department of Administration?	Preferences are not allowed per General Statutes.
8	SCOPE OF WORK	What is the number of agents who will assigning, managing, updating and resolving the tickets?	To be shared upon award of bid.
9	SCOPE OF WORK	Please confirm whether the services outlined in the RFP are expected to be performed onsite at the County's office, fully remote, or under a hybrid arrangement, as the cost will be calculated as per the preferred model.	On-site may be required for some aspects of setup/implementation.
10	GENERAL REQUIREMENTS_ (Page 5)	Please help us with the information of data such as volume of data, type of data etc.	Currently we can not predict the volume of data; Tickets may contain sensitive data - the view/access in the ticket should be able to restrict to least privilege.
11	BACKGROUND AND PROJECT OBJECTIVES	Which service management tool the County currently using and what are the problems County facing with the current too?	To be shared upon award of bid.
12	5.2 Customer Service, Maint, & Training	There is a standard support provided by the product manufacturer. Do you need a dedicated manpower support by Clovity, as the cost will be calculated accordingly?	Elevated support may be needed during and after implementation.
13	5.3 Pricing	What is the budget for this RFP?	Budget may be shared upon award of bid.
14	RFP Schedule	Would WCPSS consider granting a two-week extension to the proposal deadline? Our team is enthusiastic about the opportunity to respond to this RFP, as we believe our solution aligns strongly with the district's needs. However, we are unable to prepare a comprehensive and competitive submission within the current timeframe. An extension would allow us, and all vendors, the necessary time to thoroughly address the RFP requirements, review responses to vendor questions, and submit well-considered proposals of the highest quality.	Refer to Addendums posted to bid website.
15	Letter of Instruction	Would WCPSS consider digital submission via email in lieu of hard copies, given the short timeline and potential winter weather that can cause delivery delays?	See page 3 of bid document - <u>Important Note</u> : All proposals shall be physically delivered to the office address listed above or before the proposal deadline in order to be

			considered timely, regardless of the method of delivery. This is an absolute requirement.
16	RFP Schedule	Will you invite RFP participants to provide a demonstration of their proposed solution? If so, when do you anticipate this will take place?	We may invite the top vendors to provide a demonstration at a later time.
17	RFP Schedule	When does WCPSS anticipate naming a vendor of choice?	To be determined.
18	RFP Schedule	When does WCPSS anticipate signing a contract?	To be determined.
19	RFP Schedule	What is the desired Go Live date for a new solution?	Refer to Vendor Qualifications section 5.1, page 8.
20	Background and Project Objectives	What business and/or operational needs are driving this RFP?	Current Service Management is going EOL at the end of the year.
21	Background and Project Objectives	What are your top objectives for a new ITSM platform?	Refer to RFP Background and Project Objectives, page 4.
22	Background and Project Objectives	What are the current limitations / challenges with your current platform, if any?	See Question #20
23	Background and Project Objectives	What are the biggest pain points with your current solution that may be compelling you to research alternative solutions in the marketplace?	See Question #20
24	Background and Project Objectives	Have you reviewed demonstrations of any ITSM solutions thus far?	This is a new bid - no demonstrations requested at this time.
25	Background and Project Objectives	What current system(s) will the new tool replace?	To be shared upon award of bid.
26	Background and Project Objectives	Is remaining with your current vendor a possible outcome of this RFP?	Our current Service Management is going EOL at the end of the year.
27	Technology Specifications	Where may we find the WCPSS Technical Questionnaire?	Refer to question #3
28	Technology Specifications	Where may we find the WCPSS Data Confidentiality Security agreement?	Refer to question #3
29	Pricing	How many user licenses does WCPSS anticipate needing? With our solution, licenses would be required for individuals who actively work on tickets, resolve incidents, fulfill requests, manage changes, administer the platform, etc.	To be shared upon award of bid.

30	Scope & Functional Requirements	<u>Operational Scope</u> : Does the RFP cover only system licensing/implementation, or does it include ongoing managed services (staffing for Incident/Problem/Change operations)?	Refer to RFP Scope of Work starting on page 4.
31	Scope & Functional Requirements	<u>Process Depth</u> : Which specific ITIL processes are required for Day 1 (e.g., Incident, Problem, Change, CMDB, Asset/Discovery, Service Catalog)?	Refer to Vendor Qualifications section 5.1, page 8. Incident and Asset management priorities.
32	Scope & Functional Requirements	<u>Integrations</u> : Are there mandatory integrations required at launch (e.g., PowerSchool/SIS, Oracle/HR, SSO, or specific monitoring tools)?	Please see technology specifications in RFP beginning on Page 9
33	Technical & Compliance Standards	<u>Data Privacy</u> : Are there specific North Carolina K-12 security standards or FERPA-related controls beyond standard SOC2/ISO requirements?	Refer to General Requirements section 3. WCPSS may need proof of additional security certifications prior to implementation.
34	Technical & Compliance Standards	<u>Service Levels</u> : Does WCPSS have established SLAs we must configure, or should we propose industry-standard K-12 benchmarks?	We do have SLAs, but are willing to consider industry-standard K-12 benchmarks.
35	Technical & Compliance Standards	<u>Existing Environment</u> : What is the current ITSM tool in use, and what is the expected scope for data migration (e.g., historical tickets, KB articles)?	The current system may be shared with awarded vendor. Historical data may not be migrated.
36	User Base & Implementation	<u>Licensing Volume</u> : Could you provide approximate counts for IT Agents vs. End-Users? Do you prefer a named or concurrent licensing model?	Refer to question #2.
37	User Base & Implementation	<u>Timeline</u> : Is there a target "Go-Live" date or specific blackout periods aligned with the academic calendar?	Refer to Vendor Qualifications section 5.1, page 8.
38	User Base & Implementation	<u>Training</u> : What are the expectations for onsite vs. remote training for school-based staff?	On-site may be required for some aspects of setup/implementation/training.
39	Evaluation Criteria	<u>Weighting</u> : Can you share the relative importance (weighting) of technical capabilities, K-12 experience, MWBE participation, and Total Cost of Ownership (TCO)?	Refer to RFP Scoring Rubric (page 11)
40	IFB Sec. 25, pg 16	Can the successful Bidder invoice separately for materials and parts	Separate invoices may be accepted upon approval of the WCPSS Accounts Payable Department.
41	Section 9 – Technology Specifications (Pages 9–10)	The RFP references completion of a “WCPSS Technical Questionnaire” as a mandatory requirement for consideration; however, no Technical Questionnaire is included in the RFP attachments or appendices.	Refer to question #3

		Please advise where this document can be accessed or when it will be issued via addendum.	
42	RFP Schedule – Section 3 (Page 3)	Given the scope and complexity of the proposed IT Service Management solution and the volume of required technical, security, and pricing documentation, is WCPSS considering an extension of the proposal submission due date beyond February 12, 2026, to allow vendors adequate time to submit fully responsive and high-quality proposals?	Refer to Question #14
43	Section 5.3 – Pricing (Page 9)	Please confirm whether the district requires pricing based on named fulfiller (technician/administrator) users only, with unlimited requestor users, which is a standard licensing model for enterprise ITSM platforms.	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.
44	Section 3 – Asset Management (Pages 7–8)	The RFP requires support for unlimited asset uploads. Please confirm whether the district’s expectation is limited to operational IT Asset Management (lifecycle tracking and CMDB relationships), or whether advanced financial asset management and software license optimization capabilities are also required.	Currently, IT assets are our main need for uploads. This may change in the future.
45	Section 1.2 – Artificial Intelligence and Automation (Pages 6–7)	AI and automation capabilities are identified as “Preferred.” Please confirm whether AI features such as virtual agents, NLP-based ticket creation, and predictive intelligence must be included in the base proposal price, or may be offered as optional enhancements.	These features are preferred enhancements.
46	Section 5.1 – Vendor Qualifications (Page 8)	Does the district expect all ITIL processes (Incident, Request, Change, Problem, Knowledge, and Asset Management) to be fully operational at Day-One go-live, or may Change and Problem Management be implemented in a phased approach post go-live?	Refer to Vendor Qualifications section 5.1, page 8. Incident and Asset management priorities.
47	Section 1 – General Requirements (Page 5)	Please confirm which system integrations are mandatory for initial go-live (e.g., Google Workspace, Microsoft Entra ID, Clever, Exchange Online, Microsoft Teams, device management tools). Are any integrations considered optional or planned for a future phase?	Please see technology specifications in RFP beginning on Page 9
48	Section 9 – User Acct Provisioning (Pages 9–10)	Which identity provider should be treated as the primary authoritative source for automated user provisioning: Google Workspace, Microsoft Entra ID, or Clever?	Dependant on vendor technical capabilities

49	Section 9 – User Acct Provisioning (Pages 9–10)	Does the district prefer SCIM-based automated provisioning for service desk and administrative users, or manual role assignment within the platform after authentication?	Yes
50	Section 7 – Users and User Roles (Page 6)	Please clarify whether role-based access control must be enforced at the school level, department level, or both, particularly for ticket visibility and asset access.	Role based access control at the school level and department level are a need.
51	Section 3 – Asset Management / (Pages 7–8)	Which systems should be considered authoritative sources for asset data ingestion (e.g., Intune, Jamf, SCCM, Google Admin Console, or other inventory tools)?	Please see technology specifications in RFP beginning on Page 9
52	Section 3 – Asset Management Scope (Pages 7–8)	Please confirm whether asset management requirements are limited to IT assets (laptops, tablets, peripherals), or if non-IT assets such as facilities or operational equipment are also in scope.	Currently, IT assets are our main need. This may change in the future.
53	Section 3 – Asset Management / (Page 8)	Is mobile barcode or QR code scanning required as part of the asset management scope, or is it considered an optional/preferred capability?	Refer to Asset Management, Section 3.1, page 7
54	Section 1 – Platform and Architecture (Pg 5)	Please confirm whether separate Development, Test/UAT, and Production environments are required as part of the proposed solution.	Refer to General Requirements Section 1, page 5
55	Section 1 Migration Capability/ Section Implementation Pgs 5 & 8	Please identify which legacy systems and historical data sets (tickets, knowledge articles, assets) must be migrated into the new platform, and how many years of historical data should be included.	The current system may be shared with awarded vendor. Historical data may not be migrated.
56	Section 1.1 – Incident Mgt/Intake Channels (Page 6)	Does the district require a single centralized email intake address for ticket creation, or multiple department-specific email mailboxes mapped to different service queues?	Multiple may be needed
57	Section 1 – Reporting & Analytics / SLM (Pages 5–6)	Please provide any existing KPI and SLA definitions that should be replicated or configured within the new ITSM platform.	We do have SLAs, but are willing to consider industry-standard K-12 benchmarks.
58	Section 6 – Reporting & Analytics (Page 5)	Are there existing enterprise reporting or BI tools (such as Power BI or Tableau) that must integrate with the ITSM platform, or is native platform reporting considered sufficient?	This is application dependent.
59	Section 5.2 – Customer Serv,	Does the district prefer a train-the-trainer model for administrators and technicians, or vendor-led training for all user groups including end users?	The train-the-trainer model is preferred for school based staff. For IT staff, we may need on-site training.

	Maint & Training (Pages 8–9)		
60	Section 5.2 – Post-Go-Live Support (Page 8)	Following go-live, is operational platform administration expected to be handled by WCPSS staff after knowledge transfer, or should ongoing platform administration be provided by the selected vendor?	See Section 5.2 Customer Service, Maintenance, & Training, page 8
61	Section 5.3 – Pricing / Contract Term (Page 9)	Please confirm whether pricing should be proposed for a three-year term, a five-year term, or both.	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.
62	Section 5.1 – Implementation Timeline (Page 8)	Is the July 1, 2026 go-live date a hard requirement for all modules, or may certain modules be phased after that date if necessary?	Refer to Vendor Qualifications section 5.1, page 8. Incident and Asset management priorities.
63	Accessibility, p.10	Should accessibility conformance documentation (ACR/VPAT) be included with the proposal submission or at contract execution? Are there specific ADA testing scripts WCPSS wants executed?	Refer to General Requirements Section 2 - Usability and Accessibility.
64	AI & Automation, p.6–7	Of the AI preferences (predictive categorization, NLP ticketing, chatbot, sentiment, auto-resolution suggestions), which are in-scope for phase 1, and which are ‘future state’? Confirm any bot channel (web, Teams).	Depends on the technical capabilities of the product.
65	Asset Management – Bulk Ops, p.7	Are bulk upload/update operations expected to run nightly (automation) or ad-hoc only? Any required scheduled reports/jobs we should include in services estimates?	Yes, nightly automation and ad-hoc capabilities may be considered.
66	Asset Management, p.7	Please confirm asset classes (e.g., Chromebook, iPad, Windows, Mac, networking, AV), target barcode/QR usage (14-digit), and required MDM/EMM integrations (Intune, Google Workspace, Jamf, SCCM) for discovery/sync.	Please refer to page 7 in the bid document section 3.1.
67	Background & Project Objectives, p.4	Beyond ‘over 200 sites,’ 160,000 students, and 20,000 staff, how many named/requester/fulfiller users will require logins (role counts by persona) for licensing? Please also confirm any growth assumptions for the initial four-year term.	User types/counts may be shared with the awarded vendor.
68	Background & Project Objectives, p.4	Does WCPSS expect unlimited assets to include peripheral items (adapters, carts), software entitlements, and non-IT assets, or only IT hardware? Please confirm asset classes and fields needed for license scoping.	Yes. For assets refer to question #66

69	Browsers & Devices, p.11	Chrome is listed as required—should we also validate Edge/Safari usage for Mac/iOS fleets? Any Chromebook device management workflows that must be supported in the agent UI?	Please refer to technical specifications starting on page 9.
70	Change & Release (p.8) + Timeline (p.8)	What cutover weekend or maintenance windows are available near July 1, 2026? Are there dependencies on school calendars or major academic milestones we should factor into the deployment plan?	Will be determined during setup/implementation.
71	Change Management, p.8	Will WCPSS require a CAB calendar, maintenance windows, and risk/impact assessment templates? Please provide estimated monthly change volume to size workflows and training.	Please refer to section 4 Change Management on page 8. Volumes will be provided when the vendor is selected.
72	Customer Service – Monitoring/DR, p.8	Please provide required BCP/DR evidence (frequency of testing, issuance of reports), expected notification and RCA timelines, and whether WCPSS SOC/NOC dashboards need data feeds.	This is application dependent
73	Customer Service – SLAs & Penalties, p.8	The examples list service credits for missed uptime/response targets. Will WCPSS adopt these penalty constructs as-is, modify them, or expect vendors to propose alternatives?	May be discussed during contract negotiations. Refer to page 8
74	Customer Service, Maintenance & Training, p.8–9	Please confirm the support coverage required (preferred 7:00 AM–5:00 PM ET)—do you also require after-hours on-call for P1 incidents? Should proposal include 24x7 as an option?	Refer to section 5.2 Customer Service, Maintenance, & Training on page 8 for information on Technical Support.
75	Customer/Technical Support, p.11	Please confirm the preferred support channels (phone, email, chat), the population eligible to contact vendor support (district admins only vs. site admins), and expected response/resolution SLAs by severity.	Refer to section 5.2 Customer Service, Maintenance, & Training on page 8 for information on Technical Support.
76	Data Portability, p.10	Please list required export formats (CSV, JSON, SFTP, API) and any scheduled data extracts to SIS/ERP/MDM or a data lake to size integration and automation effort.	API and CSV are preferred, other formats may be considered.
77	Data Retention & Deletion, p.10	The spec calls for student data records to be maintained ≥ 5 years and user deletion ≤ 6 months post-deprovision. Are ticket/asset records also subject to specific retention schedules we should configure?	At this time, no.
78	Event Management, p.6	Which monitoring tools generate events today, and how many event sources must create incidents or changes automatically at go-live?	Refer to section 1.1 Service Management on page 6. Volumes will be determined during setup/implementation.
79	General Requirements – Environments, p.5	WCPSS requests Production, Test, and Development instances. Should pricing include additional sandbox/training environments or temporary project clones during UAT and cutover?	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.

80	General Requirements – Integration Capability, p.5	Please enumerate all systems to integrate (e.g., SIS, ERP/finance, HR, MDM: Intune, Jamf, Google Workspace, SCCM, telephony/contact center, Teams/Exchange, SSO/IDP) and required data directions/frequencies to size integration effort.	Please see technology specifications in RFP beginning on Page 9
81	General Requirements – Migration Capability, p.5	What is the current ITSM/asset platform? Please provide record counts for historical incidents/requests/problems/changes and asset volumes to be migrated (and lookback window) to estimate migration services.	The current system may be shared with awarded vendor. Historical data may not be migrated.
82	General Requirements – Monitoring, p.5 & Customer Serv, p.8	Does WCPSS require real-time status dashboards and health monitors exposed to district admins, and should alerting be integrated with WCPSS email/MS Teams/SIEM?	Refer to Section 1 (Service Management), page 6.
83	Incident Management – Integrations, p.6	Which contact center/telephony platform and Teams features (chat/escalation) must integrate at launch? Are screen-pops, CTI, or transcription required?	To be shared upon award of bid.
84	Incident Management, p.6	Please share 12–18 months of volume data (monthly incidents/requests, peak months, channels: email/portal/phone), current prioritization matrix, and SLA targets to size throughput and performance testing.	To be shared upon award of bid.
85		Does WCPSS intend to implement Major Incident Management with communication plans matched to impacted services? Or is it sufficient to relate incidents using a simple parent-child relationship in which updating or resolving the parent automatically updates/resolves all linked child incidents?	This should be a fully functional incident management system with all the functional components.
86	Insurance Requirements (Exhibit B), p.22	For Cyber Liability, what limit does WCPSS require given PII scope (students & staff)—\$1M or above? Any specific endorsements (privacy liability, network security, incident response, PCI)?	Refer to Exhibit B page 22. Terms and Conditions are non-negotiable.
87	Knowledge Management, p.7	How many knowledge articles will be migrated; how many KBs (internal vs. public); and what is the review cadence for lifecycle workflows? Is multilingual content needed at go-live?	We do not have a functioning KB. We do have lots of documents that need to be converted to KB articles
88		Will knowledge articles or other knowledge-related documents be stored in external platforms or systems? If so, which ones?	We do not have a functioning KB. We do have lots of documents that need to be converted to KB articles
89		Which languages need to be supported for Knowledge articles? Does WCPSS have staff who are responsible for translating the articles, or	Refer to General Requirements Section 2 - Usability and Accessibility.

		does WCPSS intend to rely on a dynamic translation service (e.g., IBM Watson, Google Translate, Microsoft Translation Service)?	
90	Performance & Reliability, p.5	The RFP cites 99.9% uptime and documented RTO/RPO. Please provide target RTO/RPO values and whether service credits/penalties should mirror those listed in §5.2 (example) or if WCPSS will prescribe terms.	Refer to question #34
91	Pricing, p.9 (§5.3)	For implementation: does WCPSS prefer milestone billing tied to gates (design, SIT, UAT, go-live, hypercare)? Please confirm whether post-go-live hypercare (e.g., 4–8 weeks) is required in the base.	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.
92	Pricing, p.9 (§5.3)	For licensing, should we price named fulfiller + unlimited requesters or unlimited-user as preferred? The RFP asks for tiered and unlimited pricing—please confirm which model is the evaluation baseline.	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.
93	Pricing, p.9 (§5.3)	Please confirm if Production, Test, Development instances and API calls/data storage are to be included in the base subscription (no overage), or itemized. Any expected data egress volumes to price?	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.
94	Problem Management, p.6	Should RCA templates (e.g., 5-Whys, fishbone) and Known Error DB be configured initially? How many problem categories and comms templates are expected?	We are willing to listen to industry standards and best practices as we currently do not have Problem Management
95	Quality Assurance (CSAT), p.6	Will WCPSS require transactional surveys (post-ticket) only, or also periodic CSAT/NPS? Confirm survey channels, frequency, and any district-wide branding/languages.	Refer to Section 1 (Service Management), page 6.
96	References, p.11 & p.14	In addition to the minimum reference criteria (≥40,000 students), does WCPSS require K-12 ITSM-specific references with similar asset volumes and multi-site footprints?	See Section 5.1, page 8
97	Reporting & Analytics, p.5	Which KPI dashboards are mandatory at go-live (e.g., SLA attainment, MTTR, backlog aging, CSAT/ESAT, asset lifecycle)? Will WCPSS need data export/API to a data warehouse for BI, and at what cadence?	To be determined upon award of bid.
98	Scope of Work – ITIL Processes, p.4–5	Which ITIL processes are in-scope for phase 1 go-live versus later phases (Incident, Request, Problem, Change, CMDB/Discovery, Knowledge, Release, Service Catalog, SLA mgmt., Event)? This affects implementation effort and licensing modules.	Incident, Request, Problem, Service Catalog, SLA mgmt, event, and knowledge are preferred in phase 1.
99	Security & Data Protection, p.5	Please confirm whether data residency must be within the U.S. only and whether any FedRAMP/StateRAMP or additional audits are required for hosting. Also confirm incident notification timelines.	Data must reside in the U.S. Vendors may be required to validate proof of applicable FedRAMP, StateRAMP, or equivalent audit certifications to

			ensure mature security posture and confirm that robust, industry-recognized controls are in place. Timelines will be confirmed at setup.
100	Service Level Management, p.6	Please provide the list of SLAs/SLTs by service/priority, including pause/stop conditions and escalations, for configuration scope and testing timelines.	Refer to question #34
101	Service Management – Service Catalog, p.6	Approximately how many catalog items and approval workflows are required at go-live, and are there role-based visibility rules (e.g., per school/department) that drive configuration effort?	There are approximately 50 catalog services, this is subject to change. Yes, there may be role based visibility rules.
102	Technology Specifications – Authentication, p.10	Please confirm the primary SSO method (SAML 2.0 SP, OIDC via Google or Entra ID, Sign in with Clever), session timeout requirements by role, and whether MFA is enforced via IDP.	Please see technology specifications in RFP beginning on Page 9
103	Technology Specs – Provisioning, p.9	Of the accepted provisioning methods (SCIM 2.0, Entra ID, Rapid Identity, Clever, Google Workspace, JIT, SFTP), which method(s) will WCPSS use at go-live and for which user populations (staff vs. students)?	Please see technology specifications in RFP beginning on Page 9
104	Technology Specifications – Rostering, p.9–10	Will OneRoster/Clever/LTI be used for any ITSM use cases (e.g., associating devices to classes/schools) or is this requirement oriented to other instructional systems only? Clarification will prevent over-scoping.	Please see technology specifications in RFP beginning on Page 9
105	T&Cs – Taxes, p.13 & p.15–18	Since WCPSS is not tax-exempt, should vendors include estimated sales/use tax in the cost sheets, or will WCPSS calculate applicable tax at award? Please confirm invoicing expectations.	Wake County Public School System is NOT tax-exempt.
106	Training & Onboarding, p.8	How many administrator trainees; how many fulfillers/agents; and how many train-the-trainer sessions are required? Should we include custom training materials branded WCPSS and LMS-ready content?	Refer to question #59. User types/counts may be shared with the awarded vendor.
107	Usability & Accessibility, p.5	Will WCPSS require WCAG/Section 508 ACR/VPAT documentation with the proposal or post-award? Are there specific assistive technology combinations (JAWS/NVDA + Chrome) that must be validated in UAT?	Refer to General Requirements Section 2 - Usability and Accessibility.
108	User Roles, p.10–11	Are there any district-specific roles beyond those listed (e.g., Area/Regional admin, Depot/Repair tech, Field tech,	There may be other roles identified during setup/implementation.

		Warehouse/Logistics) that impact role count and permissions modeling?	
109	Users & User Roles, p.6	Please provide estimated counts by role (super admin, district admin, school/department admin, technician/fulfiller, teacher/staff, student/requester) for license and training planning.	To be shared upon award of bid.
110	Vendor Qualifications & Timeline, p.8	The RFP targets a fully functional implementation by July 1, 2026. Does WCPSS prefer a phased rollout (e.g., Incident/Request first) or a single cutover? Are there blackout dates (testing windows, exams, summer turnover)?	Refer to Vendor Qualifications section 5.1, page 8.
111	Customer Service Licensing - External User Model, p.6	For Customer Service who are the CSM "fulfillers" are these the same IT staff as ITSM fulfillers, or a separate support team (e.g., help desk, student services staff)? (2) What is the estimated volume of external requesters (students + parents/guardians)?	Volumes may be shared with awarded vendor.
112	General Questions	What primary business drivers are motivating this initiative? (e.g., service quality improvement, cost optimization, risk reduction, digital transformation, compliance, or executive mandate)	Our current Service Management is going EOL at the end of the year.
113	General Questions	What problems or constraints in the current operating model does the organization expect this program to address?	Refer to Scope of Work starting on page 4
114	General Questions	Are there external or internal mandates influencing the timing or scope of this initiative? (e.g., regulatory requirements, audit findings, M&A activity, cloud transformation, or leadership priorities)	Our current Service Management is going EOL at the end of the year.
115	General Questions	How does this initiative align to broader enterprise or IT strategy over the next 2–3 years?	ITIL alignment.
116	General Questions	What does success look like one year after go-live for ITSM and ITOM?	Refer to Scope of Work and Core Capabilities within Section 1, 2, 3, & 4 starting on page 4
117	General Questions	Which business outcomes are most critical for this program? (e.g., improved uptime, faster service restoration, better visibility into services, reduced manual effort)	Refer to Scope of Work and Core Capabilities within Section 1, 2, 3, & 4 starting on page 4
118	General Questions	What success criteria or KPIs will be used to evaluate the effectiveness of the implementation?	Refer to RFP Scoring Rubric (page 11)
119	General Questions	Which existing operational metrics are most important to improve? (e.g., MTTR, incident volume, change success rate, SLA compliance, service availability)	Determined throughout implementation.

120	General Questions	Are there specific executive-level metrics or dashboards that leadership expects from this platform?	Yes
121	General Questions	How are these metrics currently measured and reported today, and what challenges exist with current reporting?	To be shared upon award of bid.
122	General Questions	How would you describe the current maturity of your ITSM and IT operations processes?	We are in early stages.
123	General Questions	What tools or platforms are currently in place to support ITSM, monitoring, discovery, or event management?	The current system may be shared with awarded vendor.
124	General	Does WCPSS desire to have a WCPSS branded mobile application?	Refer to Section 5.2 Customer Service, Maintenance, & Training on page 9.
125	General Requirements	What specific systems / third party applications will the ITSM solution need to integrate with and what process or data exchange will the integration support?	Refer to question #47
126	General Requirements	What current asset management system(s) are in place today ? Does the asset management system contain/manage non-IT assets?	To be shared upon award of bid.
127	Service Management	Does WCPSS have a list or number of requests to publish in the IT Service Catalog?	No
128	Service Mgmt 1.1 Core Capabilities	Does WCPSS want to support Major Incident Management process with integration with a conferencing / communication solution (ex. Teams, Zoom, Pager Duty...etc.)	Refer to section 1 Service Management on page 6
129	Service Management 1.1 Core Capabilities	What Event Management solutions does WCPSS have in place today? Would WCPSS like to integrate these solutions with the ITSM solution to automate "ticket" creation?	ITIL aligned ITSM is needed.
130	Service Management 1.2 AI & Automation Capabilities	What are the various channels that WCPSS would like to use for ticket intake (ex. portal, phone call, email, text, chatbot...etc.)? If phone, does WCPSS require an integration to a call center solution or phone system?	Refer to section 1.1 Service Management on page 6.
131	Knowledge Mgt.	What languages need to be supported?	Refer to General Requirements Section 2 - Usability and Accessibility.
132	Asset Mgt. 3.1 Core Capabilities	How does WCPSS plan to handle the procurement of new assts? Will this require an integration to an external purchasing or ERP system? Or will WCPSS leverage the ServiceNow Procurement capabilities?	May be determined in future phases.
133	Asset Management	What other Device Management Systems would WCPSS like to integrate with the ITSM solution?	May be determined during implementation.

134	Asset Management 3.1 Core Capabilities	Does WCPSS have an existing mobile app or use barcode scanners for scanning assets? Or does WCPSS require the ITSM solution to provide a asset scanning solution?	Refer to Asset Management, Section 3.1, page 7
135	Vendor, Support,& Expectations User Acct Provisioning	How does Class Rostering fit into the User Account Provisioning use cases?	To be determined during setup and implementation.
136	Vendor, Support, and Expectations	Can WCPSS provide more details about the data portability requirements? Does WCPSS need data to be imported into the ITSM solution or exported out of the ITSM solution?	Historical data may not be migrated.
137	General Questions	What is the projected timeline for Vendor decision following the Proposal delivery by 2/12/2026 at 2 pm EST?	Refer to RFP 251-26-246 Addendum #1
138	General Questions	When down selection has been made, will vendors have the opportunity to present their proposal to the WCPSS team?	Refer to question #16
139	General Questions	Does WCPSS have a policy requiring only Onshore resources involved in product implementation & Support? (I.e can Nearshore resources be used to lower overall costs?)	All data must be stored in the US.
140	General Questions	How does WCPSS plan to maintain the ITSM platform long term? (I.e. Do you have an established Service Management organization or do you plan to leverage a Managed Services Provider?)	To be determined at a later date.
141	General Questions	Does WCPSS currently utilize the ServiceNow platform at any other capacity?	No
142	Required Forms and Attachments, Page 9	The RFP references a WCPSS Technical Questionnaire and a WCPSS Data Confidentiality/Security Agreement that must be completed and signed. These documents were not included in the solicitation package. Please confirm where and when vendors can access these required forms.	Refer to question #3
143	Proposal Submission / Packaging & Delivery Pg. 1	Please confirm whether all required attachments (e.g., HUB Form, Vendor Information Sheet, W-9, Insurance Attestation, Technical Questionnaire, and Data Confidentiality Agreement) must be included in both the hard-copy submission and the electronic flash drive, or if electronic submission alone is sufficient for attachments.	Refer to question #15
144	Pricing, Page 9	Does WCPSS require pricing to be submitted in a specific template or format, or may vendors submit pricing in their own structured format provided all required cost elements are clearly itemized?	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.

145	RFP Scoring Rubric – IT Serv Mgt Solution (WCPSS), Pages 11-12	For requirements labeled as “Preferred,” please confirm whether these features contribute additional evaluation points or are considered only as differentiators among otherwise compliant proposals.	Refer to RFP Scoring Rubric (page 11).
146	Execution Page, Pg.2	Is an electronic signature acceptable?	Refer to question #15
147	Scope of Work, Page 4	Can WCPSS confirm whether the scope of RFP #251-26-246 is limited to IT Service Management and IT Asset Management functions, or if the District anticipates expansion into non-IT departmental workflows during the contract term?	To be determined at a later date.
148	Scope of Work, Page 4	Several requirements reference asset relationships, service dependencies, and change impact analysis. Can WCPSS clarify whether a full CMDB with detailed CI relationship modeling is expected, or whether asset lifecycle visibility in support of IT service delivery is sufficient?	Refer to Section 3 Asset Management on page 7.
149	5.1 Vendor Qualifications, Page 8	How does WCPSS define “fully functional” by the July 1, 2026 target date? For example, is a phased rollout with core ITSM modules live districtwide acceptable, with additional capabilities enabled post go-live?	Refer to Vendor Qualifications section 5.1, page 8.
150	Service Management, Page 6	Is the service catalog intended primarily for IT staff and internal district users, or should vendors assume a broader audience of school-based and administrative staff with varying levels of technical familiarity?	All school staff can submit tickets
151	5.2 Customer Service, Maintenance, & Training, Page 8	What level of implementation support, training, and adoption services does WCPSS expect vendors to provide to support successful district-wide implementation and long-term operational sustainability?	Refer to Section 5 starting on page 8.
152	Scope of Work, Pg.4	Approximately how many administrators, technicians, and end users will require training?	To be shared upon award of bid.
153	38. Compliance With E-Verify, Pg.18	Are subcontractors permitted for implementation, integration, or ongoing support, and are there any approval, disclosure, or limitation requirements for subcontractor roles?	Anyone working on the team must meet the requirements and qualifications of the bid.

154	5.1 Vendor Qualifications, Page 8	For the vendor qualification requirements in the RFP, must all minimum experience and qualifications be met solely by the prime contractor, or may approved subcontractor experience be used to satisfy these requirements?	Anyone working on the team must meet the requirements and qualifications of the bid.
155	References, Pg. 11	For past performance and reference requirements, is it acceptable to submit subcontractor project references in lieu of, or in addition to, the prime contractor's references when the subcontractor will perform the relevant scope of work?	Anyone working on the team must meet the requirements and qualifications of the bid.
156	1. Platform & Architecture, Pg.5	Does "unlimited users" include students, staff, technicians, and administrators without a cost impact?	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.
157		The RFP references a 12-month initial term with renewals but requires four years of subscription pricing—should pricing assume a firm four-year commitment or annual renewal approval?	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.
158		Is the July 1, 2026, date expected to be a full production go-live for all modules, or is a phased implementation acceptable?	Refer to Vendor Qualifications section 5.1, page 8.
159		Will WCPSS require parallel operation with the current ITSM system during transition?	No.
160		Can WCPSS provide approximate counts for assets, users, and historical records to be migrated?	User types/counts may be shared with the awarded vendor. Historical data may not be migrated.
161		Are historical tickets and knowledge articles required to be migrated as part of the implementation?	Historical data may not be migrated.
162		Will WCPSS provide dedicated technical and business subject-matter resources during implementation?	Yes
163		Are there data residency or geographic hosting requirements (e.g., U.S.-only hosting)?	Refer to question #99
164		Does WCPSS have a preferred cloud hosting provider (e.g., AWS, Microsoft Azure, Google Cloud), or are vendors free to propose their standard cloud hosting platform?	This is application dependent.
165		Are there minimum required Recovery Time Objective (RTO) and Recovery Point Objective (RPO) thresholds?	These are not defined at this time.
166		Are SOC 2 Type II reports, penetration test results, or other specific security certifications required?	Please refer to section 3 in General Requirements about security certifications. Additional requirements may be needed prior to implementation.

167		What are the required notification timelines for security incidents or data breaches?	Refer to question #99
168		Are there district-specific privacy or data protection requirements beyond FERPA that vendors must comply with?	Please refer to section 3 in General Requirements about security certifications. Additional requirements may be needed prior to implementation.
169		Which identity system is considered authoritative: Entra ID, Google Workspace, Rapid Identity, or Clever?	Please see technology specifications in RFP beginning on Page 9
170		Will WCPSS require simultaneous support for staff and student authentication via different identity providers?	The current need is for staff. Needs may change in future.
171		What is the expected provisioning and synchronization frequency for SCIM or SFTP integrations?	Refer to question #47
172		Can WCPSS provide current asset counts and projected growth over the contract term?	Refer to question #5
173		Are AI-based capabilities evaluated competitively as part of scoring, or treated strictly as preferred features?	Refer to RFP Scoring Rubric (page 11)
174		Are there existing monitoring, endpoint management, or device management systems that must integrate with the ITSM platform?	Please see technology specifications in RFP beginning on Page 9
175		How many Change Advisory Board (CAB) workflows are anticipated (district-wide versus departmental)?	To be determined at a later time.
176		Are there predefined reports or dashboards that vendors are expected to replicate or support?	No
177		Will WCPSS require direct database access for reporting purposes, or are API/export mechanisms sufficient?	Prefer database access, WCPSS may consider other mechanisms.
178		Do you expect the proposed solution to be an existing, commercially available ITSM platform, or is a custom-developed solution acceptable?	Refer to Scope of Work section on page 4.
179		Has WCPSS established an estimated budget or not-to-exceed amount for this procurement, and if so, can it be shared for proposer guidance?	See question #13
180	General Requirements, (page 5)	What is the current asset management system from which IT asset data needs to be transferred?	To be shared upon award of bid.

181	3. Asset Management, (page 7)	What is the approximate volume of IT assets and configuration items WCPSS expects to manage in the new system?	Refer to question #5
182	User Roles (page 10)	WCPSS defines users as customers and administrators with various restricted or elevated access levels. Users include, but are not limited to, staff, principals, technicians, and technology contacts. How many users will need concurrent access to the new system over the course of 4 years?	Refer to question #36
183	Pricing (page 9)	Can WCPSS provide more context on the expected volume of "data storage," "API usage," and the number of "multiple environments" to help vendors accurately estimate these costs?	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.
184	Technology Specifications (Page 9)	"All vendors must complete the WCPSS Technical Questionnaire and sign the WCPSS Data Confidentiality Security agreement as presented, without any alterations, redlines, or modifications before being considered." "WCPSS Data Confidentiality Security agreement" appears to refer to a separate attachment that was not provided. Can you please confirm and include the applicable documentation?	Refer to question #3
185	RFP Schedule (Page 3)	Will WCPSS consider issuing an extension of at least one (1) week for the deadline to submit sealed bids to allow offerors sufficient time to review the "WCPSS Data Confidentiality Security agreement" upon amendment receipt?	Refer to Question #14
186	Asset Management Asset Scope Clarification	Can WCPSS clarify whether the required asset management functionality is limited to hardware assets only, or if software license management, depreciation, and contract management are also in scope?	Priority is IT assets.
187	Depth vs. Integration	Will WCPSS consider solutions that provide core hardware asset tracking natively, with deeper asset lifecycle or discovery capabilities delivered via integrations, provided the end user experience and reporting are unified?	We will consider all tools that meet the requirements of this solicitation.
188	Asset Migration Flexibility	Is WCPSS open to a phased asset migration, where active assets are migrated first and historical assets are retained in the legacy system for audit/reference purposes?	Historical data may not be migrated.

189	Asset Upload Limits	When referencing “unlimited asset uploads,” is the requirement focused on licensing restrictions, or does WCPSS have specific volume or performance thresholds vendors must demonstrate?	Yes
190	Scale & Performance	Can WCPSS clarify expected peak concurrent usage (students vs. staff) rather than total population size, particularly during events like device rollouts or start of school periods?	Not available at this time.
191	Scale & Performance	Are students expected to submit IT requests directly in the system, or primarily through staff mediated workflows?	WCPSS staff submit tickets on behalf of student's needs.
192	References & Experience	Will WCPSS consider references from large public sector or higher-education environments that meet scale and complexity requirements, even if they are not K-12 districts specifically?	See Section 5.1, page 8
193	References & Experience	Can references demonstrate ITSM and asset management capabilities across multiple customers, or must both be live together in a single reference environment?	See Section 5.1, page 8
194	ITIL & Process Expectations Process Adaptability	Does WCPSS expect vendors to deliver out of the box ITIL processes, or is flexibility to adapt workflows to existing district practices acceptable?	We will consider all tools that meet the requirements of this solicitation.
195	ITIL & Process Expectations	In the Solution Functionality score, how does WCPSS weigh end user experience and self service adoption relative to traditional ticket workflow completeness?	Refer to RFP Scoring Rubric (page 11)
196	AI, Automation & Innovation	Will WCPSS award value for solutions that reduce ticket volume through automation and self service, even if those interactions do not result in a traditional ticket record?	Refer to RFP Scoring Rubric (page 11)
197	AI, Automation & Innovation Future-Proofing	How important is the ability for the platform to support future automation and AI driven service delivery, even if not fully utilized on day one?	Refer to Section 1.2 starting on page 6 for AI preferences.
198	Implementation & Risk	Is WCPSS open to a vendor + certified partner delivery model, provided the vendor remains accountable for solution success?	Anyone working on the team must meet the requirements and qualifications of the bid.
199	Implementation & Risk	Would WCPSS consider a phased implementation (ITSM first, assets following) to reduce deployment risk, provided milestones and timelines are clearly defined?	Refer to Vendor Qualifications section 5.1, page 8.
200	Implementation & Risk	Is WCPSS open to a vendor + certified partner delivery model, provided the vendor remains accountable for solution success?	Anyone working on the team must meet the requirements and qualifications of the bid.

201	Source Selection & Required Submittals, p.12	Please confirm if eVP registration and HUB form (Attachment C) are required with the proposal or can be provided post-award, and whether any specific insurance endorsements must be included in the submission.	Refer to #4
202	Commercial & Procurement Clarity	Are there any minimum functional thresholds (particularly around asset management) that would automatically disqualify a proposal regardless of scoring?	Reference the solicitation's core capabilities of each section.
203	Commercial & Procurement Clarity	Is WCPSS seeking feature parity across vendors, or will the evaluation favor overall best value, including usability, adoption, and long-term sustainability?	Refer to RFP Scoring Rubric (page 11)
204	Commercial & Procurement Clarity	Is WCPSS RFP for ITSM intended to replace an existing legacy system? If so, please identify the current platform and outline any specific functional or technical limitations of the existing environment that the new solution is expected to address. Can you confirm that there is budget cap on this project	The current system and budget may be shared with awarded vendor.
205	FUNDING	Has a specific funding source or grant been earmarked for this ITMS project? If so, what is the total authorized funding amount available for this procurement to ensure the proposed scope aligns with available resources?	See question #13
206	Core Capabilities, Pg. 6	For Event Management, what applications and tools are currently used today to monitor systems and infrastructure?	For the purpose of the RFP, we want to know how the proposed solution can ingest alerts/events from industry standard tools (i.e. SNMP, API, or other methods).
207	Core Capabilities, Pg. 6	For Event Management, is there any existing playbooks and orchestration in place today to self-heal or auto-resolve issues when events occur?	Currently we do not have this capability.
208	AI & Auto. Capabilities, Pg. 6-7	Do you have a chat support option in place today for end users to leverage for support?	No
209	AI & Auto Capabilities, Pg. 6-7	Is the desire to provide chat support natively within the ITSM platform or within other communication and collaboration tools like MS Teams?	This is application dependent.
210	Knowledge Base, Page 7	Do you currently have a knowledge base in place today? If so, how many knowledge articles are published and is there a requirement to migrate those articles to the new platform?	No

211	Asset Management, Page 7	Integrations specify Intune, Google Workspace, Jamf, and SCCM. Can you clarify which assets/devices and approximately how many are being managed by each system?	Volumes will be provided when the vendor is selected.
212	Asset Management, Page 7	Is the scope of asset management limited to end point devices, or is there a requirement to track and manage infrastructure assets or any other equipment outside of the end point space?	Currently, end point devices are our main need. This may change in future phases.
213	General Requirements, Page 5	Are there any integrations to external systems required (in addition to those specified in the asset management section)? If so, what integrations are needed and please explain the nature of the integration(s).	Current needs around asset management, this may change in future.
214	General Requirements, Page 5	Are there any data migration requirements from existing systems to the new ITSM platform? If so, please provide details on the data that needs to be migrated and the number of records.	Historical data may not be migrated.
215	Knowledge Management, Page 7	Multi-Lingual support is highlighted as a preference. What languages are required and is multi-lingual capability preferred for just the knowledge base or across the entire platform?	Refer to General Requirements Section 2 - Usability and Accessibility.
216	Service Management, Page 6	In regard to the Service Portal and Catalog/KB, will access to the portal be restricted to users connected to the internal WCPS network or does the portal need to be accessible from the public internet?	May need to be accessible from the public internet.
217	Core Capabilities, Pg. 6	What are your major incident intake channels today (email, phone, portal, monitoring tools)?	To be shared upon award of bid.
218	Asset Mgt. Page 7	What tool or system is used today to manage hardware and software assets?	To be shared upon award of bid.
219	Core Capabilities, Pg. 6	Approximately how many end users and support staff are in scope? Support staff being IT or Operations users that need to utilize the platform to provide support and service to the end users.	User types/counts will be shared with the awarded vendor.
220	Core Capabilities, Pg. 6	Are non-IT workflows (facilities, HR, transportation) expected later under "business process automation"?	May be considered for future phases.
221	Core Capabilities, Page 6	Would you like an org-wide go-live? Or specific group/region/district, etc. go-live? Also, is there a need for phased rollouts for specific processes (e.g.. Incident, Change, Problem, Event, Etc.)?	See Section 5.1, page 8
222	Core Capabilities, Page 6	Are there any key deadlines or timelines for go-live to meet licensing or contract end date requirements for existing tools and technologies?	Refer to Vendor Qualifications section 5.1, page 8.

223	Cover Page, Page 2	Would an extension for this bid be considered?	Refer to Question #14
224	ServiceMgmt Section 1.1 Core Capabilities Service Cat.	To what extent would you like the Service Catalog built out? Service Catalogs can be quite extensive. Typically what we see in a phase 1 are several services built in conjunction with the Client Team, then we teach them how. Is this your thinking as well?	To be determined during setup/implementation.
225	Section 1.1 Core Cap. Event Mgt.	What systems will the solution integrate with to capture the events?	Please see technology specifications in RFP beginning on Page 9
226	Section 1.1 Core Cap. Asset Mgt. / Lifecycle	Are you anticipating phase 1 to include a full lifecycle Asset Mgmt. program with integration to procurement, receiving etc..	Refer to Asset Management, Section 3.1, page 7
227	Section 1.1 Core Cap. Config. Mgmt.	You're describing a Configuration Mgmt. Database (CMDB). Are you asking the vendor who is implementing to build out a full CMDB in phase 1?	Refer to Service Management Section 1, page 6
228	Page 6, number 7, Users&Users Roles	How many user roles does your organization have/require?	User types/counts will be shared with the awarded vendor.
229	Page 3, Important Note	Is electronic submission something WCPSS would consider?	Refer to question #15
230	Page 5, Platform and Architecture	Can you describe what integrations you expect for the initial deployment	To be shared upon award of bid.
231	General Question	Can our proposed pricing assume that all work will be completed remotely?	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.
232	General Question	Has WCPSS seen demonstrations of ITSM Solutions from SW manufactures. If so can you tell us which solutions WCPSS has seen?	This bid is not dependent upon any previous bids/demonstrations.
233	General Question	Can Contractor's project team include resources that are not based in the United States?	Anyone working on the team must meet the requirements and qualifications of the bid.
234	General Question	Is WCPSS open to a phased implementation?	Refer to Vendor Qualifications section 5.1, page 8.
235	Page 5, Platform and Architecture	Can you identify the existing system(s) that are currently supporting ITSM and Asset?	The current systems will be shared with awarded vendor.
236	General Question.	May we have a copy of the WCPSS Technical Questionnaire & WCPSS Data Confidentiality Security agreement	Refer to question #3
237	General Question.	How many request/catalog items are there in your current ITSM tool? How many exist for departments outside of IT (e.g. HR, Finance, facilities, etc)?	To be shared upon award of bid.

238	ITSM Licensing - User Role Definitions, p.4, p.6	How many fulfillers would be required (1) Fulfiller: IT technicians who resolve tickets and have write/update access to incidents, problems, and changes; How many business stakeholders would be required; (3) Business Stakeholder: Managers/approvers who review/approve changes and requests but do not resolve tickets. Please confirm estimated counts for each role type to ensure accurate licensing.	To be shared upon award of bid.
239	Hardware Asset Management Licensing - Subs Unit Definitions, p.7	For HAM (Hardware Asset Management) Professional licensing, please provide detailed breakdown by subscription unit (SU) type: Server count, End User Computing Device Count, Mobile Device Count, Monitor Count, Printer, and storage count.	Refer to question #5
240	Operations Sub Unit Definitions Pgs. 6-7	For Operations management list; server count, Paas Resources (cloud infra), Containers, End User Computing devices, FaaS Resources,	Question was incomplete - answer can not be provided.
241	Customer Service Licensing - External User Model, p.6	For Customer Service who are the CSM "fulfillers" are these the same IT staff as ITSM fulfillers, or a separate support team (e.g., help desk, student services staff)? (2) What is the estimated volume of external requesters (students + parents/guardians)?	To be shared upon award of bid.
242	p.9, Technology Specifications	There is a statement that all vendors must sign the WCPSS Data Confidentiality Security Agreement as presented, but we did not find it as part of the RFP package that was released. Is this an additional attachment we should have received?	Refer to question #3
243	p. 3, RFP Schedule	The RFP instructions ask us to submit one (1) signed, original executed proposal response and one electronic copy on a flash drive. Is a OneSpan signature accepted as "original"?	Refer to question #15
244	Section 9. p. 10	On page 10, under the heading, "Reporting," can you explain how this reporting requirement pertains to this RFP? "Where applicable, the system must allow for reporting of student progress at various levels (i.e., classroom teachers can run class level reports, principal or district admin can run school level or district level reports)."	Refer to question #3
245	Pages 1-2	Pg. 1 - States "Email all quotes to: bids-mcalvert@wcpss.net Pg. 2 – Mailing address for Delivery Proposal – All proposals shall be physically delivered to the office address listed above..... Which delivery method is acceptable?	Refer to question #15

246	Background, Pg 1	What is the current ITSM system in use by the district?	The current system will be shared with awarded vendor.
247	Scope of Services, Page 2	Does the district anticipate migrating historical data from the existing ITSM system to the new solution?	Historical data may not be migrated.
248	Tech Specs – User Authentication, Pages 9–10	What is the current user authentication system in place (e.g., Entra ID/Azure AD, Google Workspace, LDAP)?	Please see technology specifications in RFP beginning on Page 9
249	Implementation & Support, Page 8	Are there any restrictions on the use of near-shore or offshore implementation or support resources?	Refer to question #99
250	Existing Environment, Pg 8	Does the district currently use any Atlassian products (e.g., Jira, Confluence, Jira Service Management)?	To be shared upon award of bid.
251	Knowledge Mgt. Page 8	Which knowledge base or document management systems are expected to integrate with the ITSM platform?	To be shared upon award of bid.
252	User Roles, Pg 10	Approximately how many users will require access to create, edit, or respond to tickets?	Refer to question #2
253	Integrations, Pg 10	What third-party products or integrations are currently used with the existing system, and which are considered mandatory?	Please see technology specifications in RFP beginning on Page 9
254	Compliance & Security, Page 11	Is FedRAMP compliance required for the proposed ITSM solution?	Refer to question #99
255	Qualifications – Req Submittals, Page 12	Are the documents listed under “Qualifications – Required Information” required at the time of proposal submission, or only upon contract award?	Refer to question #4
256	Intended Use of the System, Page 10	Can the district confirm whether the ITSM solution is intended primarily as an internal system for district staff, or if it will also be used by students and/or parents, versus being a public-facing platform?	Internal and external access may be needed.
257	Asset Management P 7	Does WCPSS want to track bulk inventory (consumables) as well as serialized asset inventory? If so, please provide examples of consumables to be tracked.	To be shared upon award of bid.
258	Asset Management P 7	Approximately how many assets will be tracked / managed in the Solution?	Asset counts will be shared with the awarded vendor.
259	Asset Management P 7	Does WCPSS need to track Software assets (licenses and entitlements) for this project? If so, how many licenses and software publishers are in scope?	Refer to Asset Management, Section 3.1, page 7

260	Background & Project Object p 4	If non-IT assets are to be tracked / managed, please provide examples of those assets	Refer to Asset Management, Section 3.1, page 7
261	Background & Project Object p 4	Do any assets require regularly scheduled maintenance? If so, provide some examples of asset classes and maintenance required	Refer to Asset Management, Section 3.1, page 7
262	Background & Project Object p 4	Does WCPSS desire the service catalog to include requests for maintenance of assets (IT or non-IT)? If so, does WCPSS want to manage such requests via Work Orders and Work Order tasks that can be dispatched to technicians? Do parts, costs, and time spent on work orders need to be tracked/reported in the Solution? Are there any needs for chargeback or showback of maintenance/repair costs to other departments?	May be considered for future phases.
263	Incident Management p 6	Does WCPSS intend to implement Major Incident Management with communication plans matched to impacted services? Or is it sufficient to relate incidents using a simple parent-child relationship in which updating or resolving the parent automatically updates/resolves all linked child incidents?	Refer to section 1 Service Management on page 6
264	Knowledge Mgt p7	How many knowledge articles will be migrated; how many KBs (internal vs. public); and what is the review cadence for lifecycle workflows? Is multilingual content needed at go-live?	None
265	Knowledge Mgt p7	Will knowledge articles or other knowledge-related documents be stored in external platforms or systems? If so, which ones?	No
266	Knowledge Mgt p7	Which languages need to be supported for Knowledge articles? Does WCPSS have staff who are responsible for translating the articles, or does WCPSS intend to rely on a dynamic translation service (e.g., IBM Watson, Google Translate, Microsoft Translation Service)?	Refer to General Requirements Section 2 - Usability and Accessibility.
267		What governance cadence does WCPSS prefer during implementation? (weekly/bi-weekly project meetings, monthly steering, quarterly business reviews)?	This will be determined at setup/implementation.
268		Is WCPSS open to a collaborative implementation approach that leverages Enablement / Upskilling of WCPSS staff to assist with system configurations (e.g, creating service catalog items and flows, SLA definitions, Reports, flat file data imports), or does WCPSS require Vendor to complete all configurations, data loads, etc.?	Collaboration is expected.

269		Does WCPSS adhere to ITIL processes and best practices? If not, is WCPSS willing to adopt an ITIL framework?	Yes, in the process of adopting ITIL practices.
270		How mature (on a 1 - 5 scale) are WCPSS's service management processes? Has WCPSS assigned an owner for each service management process in the scope of this RFP?	This is service process dependent.
271		Does WCPSS have an Organizational Change Management (OCM) strategy for this implementation? If not, does WCPSS want OCM assistance from Vendor? If so, please describe the desired level of assistance.	Refer to Scope of Work section on page 4
272	General Requirements page 5	What is the current asset management system from which IT asset data needs to be transferred?	To be shared upon award of bid.
273	Asset Mgt page 7	What is the approximate volume of IT assets and configuration items WCPSS expects to manage in the new system?	Refer to question #2
274	User Roles, page 10	WCPSS defines users as customers and administrators with various restricted or elevated access levels. Users include, but are not limited to, staff, principals, technicians, and technology contacts. How many users may need concurrent access to the new system over the course of 4 years?	User types/counts may be shared with the awarded vendor.
275	Pricing, page 9	Can WCPSS provide more context on the expected volume of "data storage," "API usage," and the number of "multiple environments" to help vendors accurately estimate these costs?	Refer to section 5.3, page 9 in the solicitation. Pricing has been broken out in the bid document.
276	Technology Specifications (Page 9)	<p>""All vendors must complete the WCPSS Technical Questionnaire and sign the WCPSS Data Confidentiality Security agreement as presented, without any alterations, redlines, or modifications before being considered.""</p> <p>""WCPSS Data Confidentiality Security agreement"" appears to refer to a separate attachment that was not provided. Can you please confirm and include the applicable documentation? "</p>	Refer to question #3
277	RFP Schedule (Page 3)	Will WCPSS consider issuing an extension of at least one (1) week for the deadline to submit sealed bids to allow offerors sufficient time to review the "WCPSS Data Confidentiality Security agreement" upon amendment receipt?	Refer to Question #14

278	ITSM Licensing - User Role Def. p.4, p.6	How many fulfillers would be required (1) Fulfiller: IT technicians who resolve tickets and have write/update access to incidents, problems, and changes; How many business stakeholders would be required; (3) Business Stakeholder: Managers/approvers who review/approve changes and requests but do not resolve tickets. Please confirm estimated counts for each role type to ensure accurate licensing.	To be shared upon award of bid.
279	Hardware Asset Mgt Licensing - Subscription Unit Definitions, p.7	For HAM (Hardware Asset Management) Professional licensing, please provide detailed breakdown by subscription unit (SU) type: Server count, End User Computing Device Count, Mobile Device Count, Monitor Count, Printer, and storage count.	Refer to question #5
280	Operations Subscription Unit Def. p.6-7	For Operations management list; server count, Paas Resources (cloud infra), Containers, End User Computing devices, FaaS Resources,	Question was incomplete - answer can not be provided.