

## Questions for RFP #251-23-491 – Service Management System

Reference	Vendor Question	Answers
Scope of Work, page 4	When does WCPSS plan to award?	A specific date has not been identified.
Scope of Work, page 4	When is expected start date?	Start date will be within the 2023-24 WCPSS fiscal year which will run 7/1/23 - 6/30/24).
Scope of Work, page 7	What is the current tool used for trouble tickets?	Cherwell Service Management
Pg 4 -Method of Award	We do not see a contract duration listed. What is the duration?	Initial contract term would be for a year. Services are reviewed and renewed annually up to a maximum of five years.
Pg 5 - Scope of Work	What modules of your current tool (Cherwell) are installed?	Ticketing and change request.
Pg 5 - Scope of Work	Are you looking for additional modules than are currently installed?	If an application is awarded it would need to be able to handle incident response and asset management.
Pg 5 - Scope of Work	Is 100% cloud acceptable or do you prefer a hybrid model?	Yes 100% cloud is acceptable as long as it passes our security measures.
Pg 5 - Scope of Work	The RFP breaks down the number of staff/students. Who will need direct access to the tool?	We need functionality for district admin. users, school admin. users, and end users that are staff/students.
Pg 5 - Scope of Work	Can you break down the access need on the tool between end-user vs. responder/fulfiller?	End users would only need access to submit a ticket/request and view open and closed requests. Responder/fulfiller needs access to create, update, modify.
Pg 5 - Scope of Work	Is there a timeline that you have in mind? Installation vs Go-Live	It is our intention that installation and testing would complete prior to Go-Live. Go-Live will have to be determined based on our 11 district calendars which allow little to no down time for transition.
Pg 5 - Scope of Work	Can you provide a breakdown of all the integrations that are needed?	We would like integration with JAMF, Google MDM, AD, and Oracle with possibility to enhance as needed.
Pg 5 - Scope of Work	It mentions that customers (customers, students, parents, family) need to be able to create tickets. Do all of them need access to the tool or just a way to submit? For example, a student will have an ID based on the student ID #. A parent should be able to submit a request based on that ID#, but they may not need access to the tool.	That is correct. We need them to submit, not create from the tool.
Pg 5 - Scope of Work	Since 5 years of data needs to be stored, we are assuming the data will need to migrate from the current tool. Can you confirm?	Yes, asset management will need to migrate; we would be looking at possibly migrating tables in Cherwell but not incident data.
Pg 5 - Scope of Work	If migration is requested, can you provide details on the size of the current database?	Database is hosted in the cloud and we do not have access to the size of our current database for asset management.

Pg 5 - Scope of Work	Will an export of users be provided	Yes. We would prefer an integration that pulls current data from our identity management system. Please see the technology specifications page that was provided with the RFP for acceptable account provisioning.
Pg 5 - Scope of Work	Will an export of all assets be provided, or is the expectation that a discovery agent be used?	Yes a list of exported assets will be provided with the possibility of using a discovery agent.
Pg 5 - Scope of Work	Can you provide the current process documents?	These documents will be shared with the bidder awarded a contract.
Pg 5 - Scope of Work	Is there a Service Desk that will be handling calls for creation of tickets in addition to the other methods requested?	Yes.
Pg 5 - Scope of Work	Can you describe how the process works today and with how many people?	Asset Management- 1 person Help Desk staff consists of 9 people Desktop Support team has 28 people 200 Tech Contacts at the schools 20,000 employees that could submit a ticket 160,000 students/families that could submit a ticket (majority of them submit via teachers or tech contacts at the school)
Pg 9 - Data Portability	It states that we need to be able to export data for use in other tools. Is this to be customizable for each integration or are you looking for generic exports with defined formats?	Generic exports with the option to customize depending on export needed.
Pg 9 - References	We will be working with a 3rd party. Are their references acceptable?	Their references are acceptable if the third party will be providing the services. Understand the awarded company is ultimately responsible for the services provided.
Pg 6 – Scope of Work	What's the workflow for this? Could you provide an example of what you're wanting to happen? If your phone system has the ability to generate emails, Incident IQ can create tickets via email and the voicemail will be attached to the ticket.	This is not a necessary feature. If the Service Management tool can be bundled with a Contact Center it would make things simpler, but it is certainly not a requirement.
Pg 6 – Scope of Work	Can you provide clarification on what this requesting/requiring?	Question is not specific enough for us to respond.
Pg 7 – Technology Specifications Section	What are you trying to pull from this LMS? More clarity needed to see if we're able to pull user data from here; could be accomplished through another integration.	For this particular RFP we would not be pulling data from our Learning Management System. The statement indicates we would want to be able to pull data from your system or integrate with your system to pull data to possibly populate another system utilized by the district. One example would be to provide our Student Information System inventory data for students. Another example would be to export and

		use inventory data in our student communications tool (currently School Messenger) to send reminders to students about returning devices.
Pg. 7 – Technology Specifications Section	What are you trying to pull from this LMS? More clarity needed to see if we're able to pull user data from here.	See answer above.
User Authentication Sign in with Classlink (No Form Fill)	Can you clarify what you mean by "No Form Fill?"	Adding the app as a bookmark and asking you to save your manual username and password. Therefore, when you click the link, it logs you in, but it's really just entering your username and password that you have manually stored and not using our system to authenticate.
Scope of Work, Page 5	Please describe what real-time data is expected in relation to the asset information. What specific metrics are to be collected?	In relation to real time information we need to know asset information, life-cycle, current checkin/out, asset history, and user asset history.
Page 6, Requirements	What specific systems are currently polling or collecting asset information (for example: JAMF, SCCM, MECM, PowerSchool, Google Admin)?	Currently JAMF, Google Admin, and SCCM.
Page 8 – User Roles	<p>Please provide a count of users in each role:</p> <ul style="list-style-type: none"> <li>• Super Administrator</li> <li>• District Administrator</li> <li>• School Administrator</li> <li>• Teacher/Staff</li> <li>• Any other staff who will be managing and updating records in the new system</li> </ul> <p>Number of Staff (IT and non-IT) who will support these use cases</p>	There are a variety of Super Admin; District Admin; School Admin etc. depending on the system. For our current asset management system, we have 5 Super Admin; 100 District Admin; 200+ School Admin. ; 20,000 Teacher/Staff.
Page 6 – Requirements	<p>Please list below the count of assets of each type you that you plan to track in the new system:</p> <ul style="list-style-type: none"> <li>• Desktops</li> <li>• Laptops</li> </ul>	<p>Approximate Technology Asset Counts:</p> <p>Desktops: 20,000</p> <p>Laptops: 274,000</p> <p>Tablets: 35,000</p> <p>Printers: 8,000</p> <p>Displays: 21,000</p>

	<ul style="list-style-type: none"> <li>Physical Servers</li> <li>Virtual Servers</li> <li>Databases</li> <li>Switches</li> <li>Routers</li> <li>Network Equipment</li> <li>Mobile Devices</li> <li>Tablets</li> </ul>	<p>Connectivity Devices: 16,000 Charging Carts: 9,000 Peripherals: 5,000</p> <p>We also plan on additional department assets which vary in type (i.e. refrigerators, wheelchairs, hearing aids).</p>
Requirements, Page 6	What telecommunications technology provider do you use for the current contact center?	RingCentral, Inc.
Requirements, Page 6	Is the goal of this RFP to integrate with the existing telecommunications provider or provide an integrated contact center solution?	We would be open to either solution.
Scope of Work, Page 5	Will any legacy data or open requests be migrated into the new system prior to go-live or will those be closed in their current system? What systems are currently in place for Service Delivery and Asset Management? Is this replacing multiple existing systems or are these new requirements requiring a new approach?	Currently, from an ITAM perspective, there is a plan to migrate in legacy data. The service management system will be replacing multiple systems used by various teams.
	Budget for the initial set-up/system configuration/training and recurring (SaaS) fees?	Budget for this solution is yet to be determined. As noted above, expectation is for multiple systems to be replaced by this application.
	<p>How many users wear the hat of Super Admin? District Admin? School Admin?</p> <p>And how many of each of those users do you anticipate using the system at the same time?</p>	There are a variety of Super Admin; District Admin; School Admin etc depending on the system. For our current asset management system, we have 5 Super Admin; 100 District Admin; 200+ School Admin.