

ADDITIONAL Questions for RFP #251-23-491 – WCPSS ENTERPRISE SYSTEM SUPPORT

Reference	Vendor Question	Answers
Scope of Work, Page 5	Please let us know what a typical work order looks like for WCPSS.	Please reference attachment provided https://docs.google.com/document/d/10Tsqnz_y_xYV538ZNDZk_v7uNZQh_Lu5AVUVE6WXg5p0/edit
Scope of Work, Page 5	Please provide more context on iFrame & the Oracle ERP data views.	The district's data systems for staff and students are Oracle based. Our Let's Talk application is currently integrated with our Cherwell system using iFrame technology.
Scope of Work, Page 6	Please provide more context on this use case.	Question is too vague to properly answer. We feel the scope of work provides enough details on our expectations.
Accessibility, Page 8 Americans with Disabilities Act (ADA) section 508 compliance	Is this a mandatory compliance (must have) or good to have ?	This is mandatory for our front-end access to these applications. Good to have for internal end users.
Data Portability, Page 9 The system shall allow for the export of data to be used with other data systems such as Student Information Systems (SIS), Instructional Management Systems (IMS), and Learning Management Systems (LMS)	Please let us know more about what WCPSS is looking to achieve in terms of the service management tool & these 3 systems mentioned here.	We need the Service Management tool to integrate with other systems via API in order to consolidate this information in one place.
General question	When are you looking to get this solution implemented ?	Implementation timeline is TBD.
General question	How many agent licenses will this project be for? Agents are anyone who needs to resolve a ticket.	Approximately 225.
Page 6, Section 2. Product, b. Asset Management	Can WCPSS clarify the types of assets they would track in the service management system (IT (software, hardware), Facilities (mechanical, electrical, etc.)?)	At this time we are looking to use this service management system to track hardware such as Chromebooks, laptops, desktops, etc.
Page 5, Scope of Work, Customizable Reports	Can you provide examples of custom reports WCPSS are looking to be able to export and what file formats are required?	Typical reports are usually exported in CSV and PDF formats. Often canned reports are sufficient, but custom reports are sometimes needed.

	Please provide the total number of users that will be utilizing this system?	Unable to give a specific answer based on the fact we have several types of users: i.e. technology support, staff, students, and families.
	Do you want pricing information included in this RFP?	Yes. We definitely expect pricing to be included in the response to the RFP.
	How many service desk technicians do you have?	Around 10 service desk techs, but we have upwards of 200 technical users who would be working in the tool.
Letter of Instruction for RFP #251-23-491, Page 1	Can we provide exceptions to the Terms and Conditions with accompanying explanations and alternatives, or would that preclude us from further consideration?	Our expectation is for a bidder to accept all terms and conditions listed "as is". However, any bidder can and should note any terms that it does not agree with and offer alternative language for review by the review committee. Be aware this may or may not affect the review committee's rating of the bidder's proposal.
Background and Project Objectives, Page 5	Have you already reviewed solutions and if so, which ones have you reviewed?	We have done our due diligence in preparation for this bid request but we do not currently favor any particular product over another.
Background and Project Objectives, Page 5	What is your current Service Management solution?	Cherwell Service Management.
Background and Project Objectives, Page 5	Is this RFP being issued due to the status of the incumbent solution such as contract expiration or end of life/support of that product?	RFP is being issued as the district is looking for a solution that includes asset management and incident management in one solution.WE
Background and Project Objectives, Page 5	Does the current Service Management solution include internal process support for non-IT service groups and if so, which departments are using the current system to manage their services?	Transportation, Spec Ed, Mackinney Vento, Security, Human Resources, International Center for Enrollment, and Project Enlightenment,
Background and Project Objectives, Page 5	Does WCPSS plan to use the new service management solution with service groups outside of IT (i.e., HR, Facilities, Marketing, Events, etc.)?	Yes.
Background and Project Objectives, Page 5	How many total technician users do you expect will need access to the new system to work on tickets and requests? This does not include those who would only need to place requests or view the status of their requests.	Approximately 200 in Technology Services and at least 25 for the other departments.
Section 2. Product, c, iv, Page 6	Is an integrated contact center a hard requirement, or is WCPSS open to systems which integrate with existing call center software?	Not a requirement. We are open to integration. We are currently using Ring Central for Contact Center.
Section 2. Product, B, ix., Page 6	Can WCPSS elaborate on how they would like to track chain of custody from warehouse to and from various sites via courier?	We would like to be able to track assets as they transition from courier to various sites and have a way to record check-in at site without distributing assigned user information.
User Authentication, Page 8	Does WCPSS expect all customers to use the same authentication type?	Yes. All WCPSS staff and students use the same authentication type.

User Authentication, Page 8	Does WCPSS have any SSO configured that they would like to leverage for authentication and are all customers given SSO accounts?	See technical specifications that were included with the posting of the RFP. We are currently using Classlink and Rapid Identity.
Page 6 - Section 5	Total # of agents: (Per seat pricing model)	Reference answer to question on Page 1 and above on this page. It is estimated to be approximately 200 agents within Technology Services and at least 25 for other departments within the district..
Page 6 - Section 2/b	Are you looking to track hardware and software details for your assets? Key information you want to track for your assets.	Asset attributes can be customizable but should include: Manufacturer, Model, Serial Number, Network Name, Operating System, PO Number, Purchase Date, Warranty Information, Funding Information, Cost (Current/Deprec.), Support Level, IP Address, Applications, Data Type, Assigned User, Custodian, Site Location, Home Location (Room), Asset Tag, Department, Status: i.e. Checked out Checked in.
Page 6 - Section 2/c	Volume of Requests from: Students Staff	The current volume is approximately 150,000 requests annually. 95% of requests are received from staff.
Page 6 - Section 2/c	Example of 5 most common tickets/service requests	WakeID issues, AD password resets, student information requests, student device issue, and MFA issues.
Page 6 - Section 2/b: Page 6 - Section 2/c:	How are you currently tracking your assets? What system(s) are your currently using for IT Service Management?	We currently use Destiny Resource Management to track our assets.
Page 5 - Scope of Work	What School Information System (SIS) are you looking to integrate with Asset Management? Do you currently use any MDM Software?	The district uses the SIS application provided through the State of NC which is PowerSchool. We use JAMF and Mass360 for MDM.
Page 9 - Data Retention and Deletion	Would we be responsible for the data migration?	Expectation would be that we pull data from inventory management and provide to the awarded vendor to import into the new system. Incident management will not require import of historical data.
Page 12 - Section 9	Is WCPSS expecting to sign one of the RFP submissions as a contract, or would a separate contract be signed post RFP selection?	A separate contract would be executed between the parties. The awarded vendor's bid response would be included as part of the official contract document.
	Do you have a preferred contractual vendor that you use? SHI, CDW, etc.	We do not have a preferred reseller.
Page 12 - Section 20	Payment frequency (ex: annually, quarterly)	We typically pay for subscriptions on an annual basis but payment frequency would be up for negotiation with the awarded vendor.

Page 14 - Termination for Convenience	What happens if WCPSS gives termination for convenience when it comes to prepaid software licenses?	This is handled on a case-by-case basis. We prefer to have language included about a prorated refund for any unused portion of the prepaid term but are willing to negotiate this point with the awarded vendor.
Page 3 - RFP Schedule	Process and Timeline post RFP submission	This is will be decided with the selected vendor.