

Questions for RFP #251-24-179 – SERVICE MANAGEMENT SYSTEM (TECHNOLOGY)

Reference	Vendor Question	Answers
Scope of Work pg. 9	What is the first year start and end date?	Intent is for start date to be soon after a vendor is awarded the bid. First year end date may be June 30, 2024 to coincide with WCPSS fiscal year or one year from the initial start date.
	What is the name of your current Service Desk Solution and how many licenses do you have? Are they named or concurrent?	Our current solution is Cherwell Service Management. Our licenses are perpetual and concurrent. Current count is 135.
	Can you please list all the integrations you will require? Will you be migrating any information from your current tool?	The current tool will run parallel with the new solution. There may be times when the current tool will need to send a ticket number to the new solution until we can sunset the legacy system. There is currently an integration with Let's Talk in our system.
	Do you have a preferred go-live timeframe?	This is to be determined. Support for the current product is valid through July 2024.
Scope of Work pg. 5 Ability to scale and support minimally:	Tech contacts at the schools, what will these tech contacts be doing? Will they be working on tickets like an analyst or technician where they would be getting tickets assigned to them in the system or would they only be submitting and monitoring Service Requests for their school?	Yes, to both questions.
Scope of Work pg. 5 Ability to scale and support minimally:	Super Administrators/District Administrators- Will they be working on tickets like an analyst or technician where they would be getting tickets assigned to them in the system or would they only be submitting and monitoring Service Requests for their school?	Yes, to both questions.
Page 7: Item 5 Users	<i>b. Users must be able to perform all the actions of a customer.</i> Does this mean that users need able to perform any action a customer would perform so that they could perform these actions of "on behalf of" the customer?	Yes.
Page 9: Reporting	<i>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).</i>	There are no student grade progress reporting requirements. We want to be able to report the student and staff life cycle progress with repairs and issues?

	What student data would be maintained in the ITSM solution to facilitate “reporting of student progress at various levels”? Can you please describe what is meant by “student progress” and how you envision tracking it and reporting on it?	
Page 10: Data Retention and Deletion	<p><i>While under contract, the system must maintain student data records for a minimum of five (5) years and make these records available to the district.</i></p> <p>Can you please describe the data contained in the “student data records” that would need to be maintained?</p>	Overall retention of data for both staff and students related to inventory and incident reporting.
Page 10 Cost and Value	Do you license cost and Professional Services costs at this time? IF you want professional services costs , please confirm you want to implement, Service Requests, Asset, Mobile and Self Service. All other processes will Not be included (Incident, Problem, Change, HR, Facilities, etc).	Yes, we expect the responses to include all costs, including professional services for a <u>complete, turnkey</u> implementation including items such as startup, project management, integration services, etc.
RFP Section "Terms and Conditions", page 12	Will WCPSS evaluate deviations to the Terms and Conditions that begin on page 12 of the RFP?	Any deviations must be clearly pointed out by vendor. However, no implication is made by Wake County Public School System that deviations will be acceptable.
RFP Section "Terms and Conditions", page 11, 12	Does WCPSS plan to negotiate a contract with the awarded vendor, or does WCPSS plan to immediately execute a contract based upon the proposal offered?	<p>Prices and any other entry made hereon by the vendor shall be considered firm and not subject to change or withdrawal.</p> <p>All bids are subject to the provisions of special terms and conditions specific to this Invitation for Bids, the specifications. Wake County Public School System (WCPSS) objects to and will not evaluate or consider any additional terms and conditions submitted with a bidder response. This applies to any language appearing in or attached to the document as part of the bidder's response. DO NOT ATTACH ANY ADDITIONAL TERMS AND CONDITIONS. By execution and delivery of this document, the bidder agrees that any additional terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect.</p>
Page 5 Asset Management	Is it the issuer's desire in Phase 1 to track the full asset lifecycle from acquisition to disposal, capturing and capitalizing upon financial, lease/contract, warranty information, or is the issuer's initial intent to simply looking to track assets for Enterprise Service Management purposes?	Yes, to the first question.

