



**CLEVELAND
METROPOLITAN
SCHOOL DISTRICT**

Purchasing Department 1111 Superior Avenue
E, Suite 1800
Cleveland, Ohio 44114
Ph: (216) 838-0418 Fax: (216) 436-5118

Mailing of RFP responses are encouraged. However, hand deliveries will only be accepted from 11:00 AM to 1:00 PM on June 23, 2020.

Any vendors coming to CMSD for deliveries MUST WEAR FACE MASKS

June 9, 2020

To: All Vendors
From: Seletha R. Thompson
Purchasing Analyst
Re: **Addendum #1 for RFP 21301 – Service Delivery**

*Below is **Addendum #1 for RFP 21301 – Service Delivery***

*This addendum supplements and amends the items in the Specifications. This addendum **must be noted** on the Addendum Acknowledgement Form found in the ITB. **Failing to acknowledge this Addendum on the Addendum Acknowledgement Form may cause the response to be rejected.***

This Addendum #1 reflects the following:

- Pre-Proposal Conference Agenda (see attached)
- Pre-Proposal Conference Attendance Sheet (see attached)
- Response to Questions (see attached)

This Addendum shall hereby be and become a part of the Contract Documents the same as if originally bound thereto.

Each bidder shall acknowledge receipt of the Addendum in your bid response. **Failing to acknowledge this Addendum on the Addendum Acknowledgement Form may cause the response to be rejected.**

RFP Response Due Date

June 23, 2020 at 1:00 PM (EST)

Mailing of RFP responses are encouraged. However, hand deliveries will only be accepted from 11:00 AM to 1:00 PM on June 23, 2020

--End of Addendum #1--



RFP # 21301 – Service Delivery

For Department of Information Technology

Pre-Proposal Meeting Agenda

May 28, 2020

Internal Staff

I. Introductions

- a. CMSD
- b. CMSD IT Team

II. Notice of Request for Proposal

III. Procurement Process and Requirements

- a. Required CMSD Forms to be Submitted

IV. Project Framework and Delivery - Seletha

- a. RFP Questions / Communication to CMSD
 - i. Questions sent to: Seletha.Thompson@clevelandmetroschools.org
 - ii. Voice questions: not allowed
 - iii. Last Date for Questions: **May 29, 2020 at 12:00 PM**
 - iv. CMSD will upload and publish any information and/or answers to questions received via Addendum to the CMSD Website at clevelandmetroschools.org/purchasing.
 - v. Addenda Issue: **June 9, 2020**

- b. **RFP Responses Due: June 23, 2020 no later than 1:00 PM**

V. Scope of Work: Department of Information Technology Team

- a. Describe Expected Work
- b. Specifications
 - i. Overall Criteria
 - ii. Descriptions
- c. Pricing

VI. Question and Answer Period – Guests and CMSD

VII. Closing Remarks - Seletha Thompson

VIII. Adjournment

RFP # 21301 – Service Delivery

For Department of Information Technology

Pre-Proposal Meeting Sign-In Sheet

Conference Call Attendees

May 28, 2020

VIA Conference Call 888-273-3658; Access Code 7728891

Name	Company Name & Phone Number	Email
Todd Herzog	Pomeroy 440-546-2114	Todd.Herzog@pomeroy.com
Jamie Martin	Vartek Services, Inc. 937-589-3406	jmartin@vartek.com
Kim Wheeler	Intratek Computer, Inc 949-334-4222 800-892-8282	kwheeler@intrapc.com
Paul Ramezani	Intratek Computer, Inc 800-892-8282	pramezani@intrapc.com
Jeffrey Hunter	Intratek Computer, Inc 800-892-8282	jhunter@intrapc.com
Lucy Fanger	On Technology Partners	lfanger@ontechpartners.com

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May 28, 2020

VIA Conference Call 888-273-3658; Access Code 7728891

Name	Company Name & Phone Number	Email
Shannon Cox	CompTech 937-228-2667	Shannon.cox@comptech.com
Melissa Shaw	CompTech 937-228-2667	Melissa.shaw@comptech.com
Dave Chandler	CompTech 937-228-2667	Dave.chandler@comptech.com
Lisa Young	CompTech 937-228-2667	Lisa.young@comptech.com
Cristian Ballmer	Vinson Edu 740-972-3458	cballmer@vinsonedu.com
Jason Kleem	Vinson Edu 440-409-2982	jkleem@vinsonedu.com

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May 28, 2020

VIA Conference Call 888-273-3658; Access Code 7728891

Name	Company Name & Phone Number	Email
Rick Lenhart	MCPc 440-268-3015	rlenhart@mcpc.com
Kelly Blankenship	Epiphany Management Group 330-802-1253	kblankenship@epiphanymgmt.com
Dedra Ross	CMSD	
Alexander Clark	CMSD	
Robert Daley	CMSD	
Carlos Guajardo	CMSD	

RFP # 21301 – Service Delivery

For Department of Information Technology

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Name	Company Name & Phone Number	Email
Marlon Yarbrough	CMSD	
Robert Zellers	CMSD	
LaQuine Sims	CMSD	
Marcus Thompson	CMSD	
Seletha Thompson	CMSD	Seletha.thompson@clevelandmetroschools.org

RFP 21301 - Service Delivery

RFP Questions

1. Is request for proposal (RFP 21301) for Cleveland Metro School District is the same as the cancelled RFP from September which was RFP 21262.

ANSWER: RFP 21301 is the same as RFP 21262 except RFP 21301 has updated specifications

2. Device Management (MCPc)

1. Define this service.

a. Describe your current or desired process for provisioning & updating.

ANSWER: Please review page 57 Device Management services defined. Currently imaging computers moving towards provisioning.

3. Can you provide metrics and incident related data for these services?

a. Per day / Per month

ANSWER: Review page 59-60 performance targets listed.

4. What device types are supported for this service?

ANSWER: Device types listed page 57 Windows, Apple, Chromebooks, Interactive Devices, and Mobile Phones

5. What SLAs are expected for this service?

ANSWER: New Service will monitor and develop SLAs with selected vendor input.

6. Can this service be provided onsite or remote?

ANSWER: Both are possible

7. Regarding provisioning and updating, Marlon Y. mentioned CMSD is moving away from centrally imaging devices to using an MDM to provision and update devices onsite. What platform did you move to? What MDM are you using?

ANSWER: Multiple platforms for separate devices: SCCM/Intune, Jamf, Clevertouch portal, Chrome Console. Role based permissions will be assigned to awarded vendors technicians based on role/job and skill level.

3rd Party Repairs and Management:

8. Define this service.

a. Describe your current or desired process for 3rd party repair management.

ANSWER: This would be devices under warranty and would be processed and tracked by the Service Desk. Vendor is expected to handle all aspects of 3rd party repair service; Track which devices are under warranty and perform the necessary tasks to have devices repaired or replaced depending on the warranty with CMSD's guidance.

9. Can you provide metrics and incident related data for these services?

a. Per day / Per month

ANSWER: Please refer to Appendix B pg 71 to see number of tickets for hardware services, hardware services are 40% of tickets.

10. What device types are supported for this service?

ANSWER: Device types listed page 57 Windows, Apple, Chromebooks, Interactive Devices, and Mobile Phones

11. What OEM's are currently supported?

ANSWER: Dell, Lenovo, Apple, HP, Byte Speed, Howard, Samsung and Acer. The list varies depending on the needs of the District.

12. What SLAs are expected for this service?

ANSWER:	Dependent on service ticket, severity levels listed on page 62-63
13. Can this service be provided onsite or remote?	
ANSWER:	Yes. Both.
14. How are replacement parts handled?	
a. Does CMSD purchase those?	
ANSWER:	Manufacturer warranty parts are provided via warranty. CMSD will provide non-warranty parts. Yes
15. Is the expectation to manage your existing and new warranties with these 3rd party providers?	
ANSWER:	Yes
Device Tracking	
16. Define this service.	
a. Describe your current or desired process for device tracking.	
ANSWER:	Apple devices have tracking services. Currently other devices do not have a tracking service, but CMSD expects Service Delivery vendor to track devices as assigned to schools or uses.
17. Does CMSD provide a tool in support of this service?	
ANSWER:	Apple devices have tracking services. The MDM Services have the capability to Lock/Brick a device, but not find one.
18. Would we provide a tool in support of this service?	
ANSWER:	No
19. Can you provide metrics and incident related data for these services?	
a. Per day / Per month	
ANSWER:	No
20. What device types are supported for this service?	
ANSWER:	Dell, Lenovo, Apple, HP, Byte Speed, Howard, Samsung and Acer. The list varies depending on the needs of the District.
21. What SLAs are expected for this service?	
ANSWER:	Sample SLA's are in appendix C pg 75 Vendor should provide specifics with teir proposal
22. Can this service be provided onsite or remote?	
ANSWER:	Yes
23. Will we receive a breakdown of the work from the past few years to show us the volume of tickets and the reoccurring issues?	
ANSWER:	Appendix B shows historical data. There is also a knowledge transfer period where you will be partnered with the current vendor.
24. What is the current process for scheduling technicians to buildings?	
ANSWER:	Current vendor assigns technicians are assigned to specific buildings. This is up to the vendor.
25. What is the ticketing system?	
ANSWER:	BMC Footprints

26. Is there any discussion to move from the current ticketing system?	ANSWER: Upgrading the current system to BMC Remedy Force.
27. Is there up to date inventory of devices?	ANSWER: Inventory will be reviewed with selected vendor.
28. Will an audit of hardware be available to vendors?	ANSWER: Will work with new service partner to decide if necessary.
29. Do you have current Lifecycle Plans?	ANSWER: Formal documentation is being reviewed and updated.
30. Are we responsible for making purchases or suggesting purchases of equipment?	ANSWER: No but can suggest equipment to review for purchase.
31. How many Technicians do you currently have on staff?	ANSWER: 15 to 20
32. Is there any kind of monthly meetings or updates to the schools?	ANSWER: The vendor meets with the IT Department.
33. How are repairs of damaged or broken Chromebooks done? Will the vendor be in charge of this process? Or will there be insurance purchased with the devices?	ANSWER: Manufacturer warranty 1 year with additional 2 years purchased for a total of a 3 year warranty.
34. Is the final agreement between the chosen partner and CMSD signed and fully executed prior to the start of the 60-day discovery and implementation phase?	ANSWER: Yes if you are awarded the contract, and the discovery period is part of the initial phase of the contract.

RFP # 21301 - Service Delivery
RFP Questions

Question #	Page No / Paragraph	Solicitation Text	Question/Clarification Requested	ANSWER
1	Pg. 4 / Part 1	hand deliveries <u>will only be accepted from 11:00 AM to 1:00 PM June 23, 2020</u>	How are proposers to ensure delivery by FedEx between 11am and 1pm?	Proposers are to determine that information. Responses are due no later than 1:00 PM (EST)
2	Pg. 6 / Section I / Paragraph 14	Vendor must issue personnel I.D. badges	What are the specific ID badge requirements?	Awarded vendor will work with CMSD Security on this requirement
3	Pg. 7/Section I/¶ 16	The diversity business goal for this RFP is: 15% for Services	Does CMSD maintain a current database of qualified diversity business enterprises and if so, where may prospective Offeror's locate current qualified diversity business enterprises?	CMSD accepts vendors who are certified by the State of Ohio, City of Cleveland, Cuyahoga County. You can visit their respective websites for list of certified vendors
4	Pg. 7 / Section I / ¶ 16	Non-diversity vendors will have their diversity business participation counted toward their goal attainment only with minority vendors who are certified and demonstrate previous experience in the respective business classification of the prime contractor.	Is there a list? Where?	CMSD accepts vendors who are certified by the State of Ohio, City of Cleveland, Cuyahoga County. You can visit their respective websites for list of certified vendors
5	Pg. 26/ Program Overview	A Diversity Business Enterprise encompasses Minority Business Enterprises (MBEs) and Female Business Enterprises (FBEs)	Please provide a list of certified MBEs and FBEs.	CMSD accepts vendors who are certified by the State of Ohio, City of Cleveland, Cuyahoga County. You can visit their respective websites for list of certified vendors
6	Pg. 39 / Section XIII / ¶1.a	SMSA/OR RECRUITMENT AREA: Indicates the relevant labor area in which your facility is located. Designate the Standard Metropolitan Statistical Area, county, or city from which the facility can draw applicants or recruit for most positions.	Are Proposer's required to have a facility in the Cleveland SMSA?	No
7	Pg. 55 / Section 1.0	Cleveland Metropolitan School (CMSD), also known as Cleveland Municipal School District, hereby solicits submissions of written proposals on a competitive basis from qualified respondents to provide CMSD the services described herein all in accordance with the terms and conditions detailed herein	Who is the current service provider and how long has the current service provider provided the services described herein?	RYAN will work with them during 60 day transition
8	Pg. 55 / Section VI/¶ 1.0	The Cleveland Metropolitan School District (CMSD) is requesting proposals for a comprehensive and competitive managed services partner for its service desk and field support service needs.	What is the current service desk and field support organizational structure to include a detailed breakdown of CMSD staff and current service provider staff?	Service Desk and Field Support should organize to best service CMSD customers. Service Desk and Field Support will report to the Service Delivery division
9	Pg. 55 / Section VI / ¶1.2	Service Desk hours are Monday – Friday, 7:00am to 5:00pm	Are there any after hour calls or support needs?	In some cases of emergency or special events
10	Pg. 55 / Section VI / ¶1.3	Support for student/parent/staff access	What's the portal used by the school district?	BMC Footprints
		The service delivery services requested in	What is the historical contract spend reported for each contract year period of performance?	NA

Question #	Page No / Paragraph	Solicitation Text	Question/Clarification Requested	ANSWER
11	Pg. 56 / Section VI / ¶1.5	this proposal comprise of three (3) areas: (1) Service Desk, (2) Field Support, and (3) device management	What is the estimated budget for the newly awarded contract year and follow on year(s) period of performance?	Will be reviewed and final decisions will be made on selection of vendor.
12	Pg. 56 / Section VI / ¶1.5	The selected partner will staff an onsite location in one of CMSD's administration facilities (with the option to move to a remote service desk model in the future) to handle all technology related customer requests	What is CMSD's anticipated timeline to exercise the option to move to a remote service desk model?	Under consideration
			If and when option is exercised, will CMSD or the service provider be providing the remote service desk?	Under consideration
			If and when option is exercised, what service provider furnished property will be required (I.e. facility, computer equipment, ACD systems, etc.)?	Under consideration
			If and when option is exercised, what government furnished property will be provided (I.e. facility, computer equipment, ACD systems, etc.)?	Under consideration
13	Pg. 56 / Section VI / ¶1.5	The selected partner must provide a playbook for the service desk support consistent with ITIL standards	What is CMSD's current ITIL maturity level?	Level 2
			What are the frequencies of ITIL maturity assessments and when was the last assessment completed?	Under assessment
			What are the reported results from last ITIL maturity assessment?	N/A
14	Pg. 56 / Section VI / ¶ 1.5	The selected partner will use CMSD's service delivery ticketing system to register, track, communicate, and resolve customer requests	What is the current service delivery ticketing system?	BMC Footprints Service Core v. 20.19.03
			What modules of the current service delivery ticketing system are utilized?	Service Core (Incident/Request), Change Management, Knowledge Base
			What modules of the current service delivery ticketing system are not utilized and/or planned for implementation?	Change Management
			What current service delivery ticketing system enhancements are being evaluated and/or budgeted?	Upgrading BMC Footprints to BMC Remedy Force, integrate BOTS, Self Help and more
15	Pg. 57 / Section VI / ¶1.4	3rd party repairs management	Please provide the list of third-party vendors.	Dell, Lenovo, Apple, HP, Byte Speed, Howard, Samsung and Acer. The list varies depending on the needs of the District.
16	Pg. 57 / Section VI / ¶1.5	The selected partner will have an internship program for students	Please describe the envisioned internship program desired by the school district.	Student IT Service Desks
17	Pg. 59 / Section VI / ¶1.7	The selected partner will utilize CMSD's ticketing and phone distribution systems	What is CMSD's current phone distribution systems?	ENA VOIP services under CMSD Guidance
18	Pg. 64 / Section VI / ¶1.8	Level 3 advanced technical skills	Please describe what qualifies as Level 3 advanced technical skills.	Comp Tia A+ certification wanted, will allow time (90 days) to obtain certification once hired.
		Provide three references from agencies you	Will CMSD accept public-school system references	

Question #	Page No / Paragraph	Solicitation Text	Question/Clarification Requested	ANSWER
19	Pg. 76 / Appendix D / ¶12	Provide three references from agencies you have provided similar managed services to in the past two (2) years, at least one reference should be a public-school system.	from the prime proposer's subcontractors?	We will review and consider.
			Would the Proposer's service desk team members experience with public-school systems satisfy this requirement?	We will review and consider.
20	Pg. 77 / Appendix E	Please use the table below to indicate the number of staff members associated with this contract, that have the following certifications. Only include staff that are currently employed by your company and whose certifications have not expired.	Will commitment letters signed by candidates we intend to assign to this contract satisfy this requirement?	We will review and consider.