



SCLEVELAND  
METROPOLITAN  
SCHOOL DISTRICT

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August 20, 2019

To: All Vendors

From: Seletha R. Thompson *SRT*  
Purchasing Analyst

Re: Addendum #3 for RFP 21261 – Department of Information Technology Service Desk

*Addendum to RFP 21261 – Department of Information Technology Service Desk. This addendum supplements and amends the items in the Specifications. This addendum must be noted on the Addendum Acknowledgement Form found in the RFP. **Failing to acknowledge this Addendum on the Addendum Acknowledgement Form may cause the proposal to be rejected.***

This Addendum #3 reflects the following:

Comprehensive Question and Answer List for RFP 21261 – Department of Information Technology Service Desk

Please see attached for Comprehensive Questions and Answers

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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 this 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**

**August 30, 2019 no later than 1:00 PM (EST)**

**--End of Addendum #3--**

| RFP # 21261 - Department of Information Technology Service Desk |                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Comprehensive Questions and Answers List                        |                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1                                                               | <p>Why has the district gone out for an RFP so late (initial RFP timeline had a 60 day May-June transition period)?<br/>How does this timeline affect the proposed "Discovery and Implementation" phase as referenced in the RFP?</p> <p>ANSWER: Other school district priorities impacted the RFP publishing date. However, the RFP being issued at the time it did will not affect the Discovery and Implementation phase.</p> |
| 2                                                               | <p>What is the district's satisfaction level with the current vendor?</p> <p>ANSWER: The service performance of the incumbent will be provided to the awarded vendor, if necessary.</p>                                                                                                                                                                                                                                          |
| 3                                                               | <p>What can be improved?</p> <p>ANSWER: The District is always looking for new ways to improve.</p>                                                                                                                                                                                                                                                                                                                              |
| 4                                                               | <p>How long has the incumbent been contracted for Service Desk Support at CMSD?</p> <p>ANSWER: 3 Years</p>                                                                                                                                                                                                                                                                                                                       |
| 5                                                               | <p>Please provide the current organizational chart (referred in pre-proposal conference questioning) staffed by the incumbent vendor.<br/>We understand the staffing model is driven by the chosen vendor, but please provide the current support structure the district is experiencing.</p> <p>ANSWER: The organizational chart will be provided to the awarded vendor.</p>                                                    |
| 6                                                               | <p>To whom will the incoming vendor's onsite team report?<br/>What does that reporting structure look like for CMSD?</p> <p>ANSWER: Currently the onsite team reports to CMSD IT Operations. (<a href="https://www.clevelandmetroschools.org/Page/11976">https://www.clevelandmetroschools.org/Page/11976</a>). This current reporting structure is subject to change based on the district's strategic direction.</p>           |
| 7                                                               | <p>Section 1.4 of the RFP states that imaging services are optional, and later on specifies that imaging will be required for the contract (Sections 1.7, Appendix H, 1.4).<br/>Please clarify: does the district want imaging included in the main cost proposal, or provided as a separate cost proposal?</p> <p>ANSWER: Your proposal should include imaging as an optional service</p>                                       |





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|    | Provide a list of software applications for: (Referred in pre-proposal conference questioning)                                                     |                                                                                                                                                                                                                                                                                                              |
|    | a. Imaging<br>b. MDM<br>c. Ticketing<br>d. Asset management<br>e. Call Queue management<br>f. SLA/Statistic tracking                               |                                                                                                                                                                                                                                                                                                              |
| 11 | ANSWER:                                                                                                                                            | a. Imaging - SCCM is the preferred method<br>b. MDM - SCCM, JAMF, Clever ,Intune and others<br>c. Ticketing - BMC Footprints 12.1<br>d. Asset management - SCCM, JAMF,Clever,Intune and others<br>e. Call Queue management - Telax ACD<br>f. SLA/Statistic tracking - Currently BMC Footprints and Telax ACD |
|    |                                                                                                                                                    |                                                                                                                                                                                                                                                                                                              |
| 12 | Can you please provide a breakdown of devices that are under warranty or not under warranty?                                                       |                                                                                                                                                                                                                                                                                                              |
|    | ANSWER:                                                                                                                                            | Presently data for all warranty and non-warranty devices is not available ex: Apple, Chrome, etc                                                                                                                                                                                                             |
|    |                                                                                                                                                    |                                                                                                                                                                                                                                                                                                              |
|    | Rebadging (Section 1.5) of existing vendor's employees                                                                                             |                                                                                                                                                                                                                                                                                                              |
|    | What percentage of employees did you rebadge when Ryan consulting was installed?                                                                   |                                                                                                                                                                                                                                                                                                              |
| 13 | What is the purpose of the district reserving the right to rebadge former vendor employees?                                                        |                                                                                                                                                                                                                                                                                                              |
|    | ANSWER:                                                                                                                                            | 80%+, To retain service continuity                                                                                                                                                                                                                                                                           |
|    |                                                                                                                                                    |                                                                                                                                                                                                                                                                                                              |
| 14 | Please provide the contact channel breakout for voice, email, etc.                                                                                 |                                                                                                                                                                                                                                                                                                              |
|    | ANSWER:                                                                                                                                            | Please refer to attachment RFP 21261 Tickets_2017_2019.xlsx                                                                                                                                                                                                                                                  |
|    |                                                                                                                                                    |                                                                                                                                                                                                                                                                                                              |
| 15 | Please provide the ticket dump detail from the ITSM tool covering the past 12 months and including the ticket detail (type, contact channel, etc.) |                                                                                                                                                                                                                                                                                                              |
|    | ANSWER:                                                                                                                                            | BMC Footprints Service Desk<br>Please refer to attachment RFP 21261 Tickets_2017_2019.xlsx                                                                                                                                                                                                                   |
|    |                                                                                                                                                    |                                                                                                                                                                                                                                                                                                              |
| 16 | Are the SLAs with the current incumbent being met today and are they the same SLAs as proposed in the RFP? Please specify                          |                                                                                                                                                                                                                                                                                                              |
|    | ANSWER:                                                                                                                                            | The service performance of the incumbent will be provided to the awarded vendor, if necessary. Also, as with any organization that seeks continuous improvement, will find it necessary to adjust its performance metrics (SLA) based on industry best practices.                                            |
|    |                                                                                                                                                    |                                                                                                                                                                                                                                                                                                              |
| 17 | Please provide the ticketing backlog detail - include whether these are ongoing, include ticket detail (type, recurring, frequency, etc.)          |                                                                                                                                                                                                                                                                                                              |
|    | ANSWER:                                                                                                                                            | Please refer to attachment RFP 21261 Tickets_2017_2019.xlsx                                                                                                                                                                                                                                                  |



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| 18 | What version of Footprints are you running and is an upgrade planned that would desire to have the vendor support or perform for you entirely?                                                                                                                                                                                                                                                                                                                                        | ANSWER: | BMC Footprints Service Desk [12.1.09.001]. CMSD will migrate to BMC RemedyForce                                                         |
| 19 | Are the tickets that are listed on Appendix B tickets that are to be resolved by field technicians or do they include tickets that are also resolved by service desk personnel?                                                                                                                                                                                                                                                                                                       | ANSWER: | Tickets list includes both                                                                                                              |
| 20 | If the tickets listed on Appendix B are resolved by the service desk and field technicians, what is the approximate percent of the total tickets that each group resolves, e.g. the field technicians handle 80% of the tickets and the service desk handles the other 20%?                                                                                                                                                                                                           | ANSWER: | Please refer to attachment RFP 21261 Tickets_2017_2019.xlsx                                                                             |
| 21 | What is the extent of the work the field technicians must perform on the smartboards and the VOIP system, e.g. must they be able to replace/troubleshoot extensive issues or is it primarily minor repairs, replacing parts like bulbs or switching out phones?                                                                                                                                                                                                                       | ANSWER: | The awarded vendor is to adhere to the support of all end user devices as listed in RFP Section VI: Scope of Services                   |
| 22 | If district does not have the part required to complete a repair in order to close a ticket, is that ticket exempted in calculating whether the SLA's are met, e.g. a tech determines the power supply on a PC is bad and is the reason the PC is not working but the district doesn't have any power supply's on hand and is unable to get any for 20 days, is that ticket considered to have not met the SLA's or is it exempted since it was repairable by no fault of the vendor? | ANSWER: | The ticket is in a SLA hold status until the part is received. The SLA counter will continue once removed from waiting on parts status. |
| 23 | Part I: Notice of RFP, #1 – In this section it is stated that the proposals shall be submitted in an opaque envelope, however in Section I: General Information it is stated that the proposals must be submitted in a three hole punched binder with tabs. Please clarify the submission requirements.                                                                                                                                                                               | ANSWER: | Responses should be bounded and submitted in a sealed envelope (i.e, opaque or other) that fits your response                           |
| 24 | Could the customer please provide historical staffing for this effort so we are able to price the RFP appropriately?                                                                                                                                                                                                                                                                                                                                                                  | ANSWER: | The organizational chart will be provided to the awarded vendor.                                                                        |
| 25 | Appendix A – CMSD RFP Response Structure and Format, Section II: Purchasing Division Information, Sub-Section C: Customer References – Can we please get clarification on how many references we will be evaluated against? The current RFP states "Provide X number of customer references". In Appendix D, there is only space for 3 references to be provided.                                                                                                                     | ANSWER: | Sub Section C: "X" a place value for a number.<br>Appendix D states the requirements.                                                   |

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| 26 | What is the specific educational software that we are being required to support?                                                                                                                                                                                                                          | ANSWER: | The awarded vendor is to adhere to the support listed in RFP Section VI: Scope of Services                       |
| 27 | Could the customer please provide historical staffing for this effort so we are able to price the RFP appropriately?                                                                                                                                                                                      | ANSWER: | The organizational chart will be provided to the awarded vendor.                                                 |
| 28 | Do the Field Technical support zones of schools or specific schools?                                                                                                                                                                                                                                      | ANSWER: | Vendor must adhere to the SLA                                                                                    |
| 29 | Is there a current provider of the services as outlined in RFP 21261? If so, what is the name of the company?                                                                                                                                                                                             | ANSWER: | Yes. Ryan                                                                                                        |
| 30 | What is the annual/monthly cost of the current contract if applicable?                                                                                                                                                                                                                                    | ANSWER: | This information can be provided via a public records request.                                                   |
| 31 | Does the DBE requirement apply to sole-source companies?                                                                                                                                                                                                                                                  | ANSWER: | The DBE program is a goal and yes it applies to all vendors                                                      |
| 32 | Are local DBE companies preferred and/or required? If so, do you have a list of local certified DBE subcontractors for us to refer to?                                                                                                                                                                    | ANSWER: | The DBE program is a goal. Certified vendors can be found on the City of Cleveland and Cuyahoga County websites. |
| 33 | Does Cleveland Metropolitan School District plan to make multiple awards on this RFP?                                                                                                                                                                                                                     | ANSWER: | No.                                                                                                              |
| 34 | We offer a personalized online learning platform. Is a fully web-based solution acceptable under the RFP's Programs scope?                                                                                                                                                                                | ANSWER: | The RFP references an Intern/worker program. CMSD prefers hands-on real-life experiences for the students.       |
| 35 | Page 63 - Bilingual Accommodations - we offer an online learning solution. Is printed materials a mandatory requirement?                                                                                                                                                                                  | ANSWER: | No                                                                                                               |
| 36 | Page 21 - #17 of Section VIII: Proposer Qualification form - "List the name and address of every person having an interest in this RFP" - are we correct in our understanding this refers to the project team members assigned to support this contract?                                                  | ANSWER: | Yes that would be correct.                                                                                       |
| 37 | Please confirm Section XIV: Term Agreement Sample does not need to be completed for the proposal. We would not have the dollar amount under "Payment for this Contract shall be" until scope of desired services is known, e.g., number of subscriptions, desired professional development sessions, etc. |         |                                                                                                                  |



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|    | ANSWER: | Section XIV: Supplier Contract Sample is a Sample and states "(DO NOT COMPLETE)"                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|    |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 38 | ANSWER: | <p>Page 67 - Cost Proposal - we understand separate cost proposal forms are required for each Support Designation - does this also mean a separate technical proposal is required, e.g., our solution offers support for both reading and math intervention. Should we submit separate proposals for each, or would the District consider each subject separately under one proposal?</p> <p>The section referenced under section 1.7 Duties and Minimum Qualifications: describing Duties and Qualifications does not require</p> |
| 39 | ANSWER: | <p>Would the District accept a waiver to DBE requirements?</p> <p>The DBE program is a goal</p>                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 40 | ANSWER: | <p>Will CMSD provide all infrastructure and delivery platforms for vendor to deliver support services, including, ITSM ticketing platform for incident and request management, asset management, MDM, software deployment or other platform?</p> <p>Yes</p>                                                                                                                                                                                                                                                                        |
| 41 | ANSWER: | <p>Is it expectation that the vendor use CMSD's platforms to delivery support services?</p> <p>Yes</p>                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 42 | ANSWER: | <p>For all field sites, can CMSD provide the number of students supported and number of field agents deployed by incumbent for each location?</p> <p>100+ sites, 40,000 Students, [(9) ???(Can we provide this info to them) various Field Agents support entire District.</p>                                                                                                                                                                                                                                                     |
| 43 | ANSWER: | <p>For all field sites, can CMSD provide average ticket volume by location during peak, non-peak and normal volume periods?</p> <p>Please refer to attachment RFP 21261 Tickets_2017_2019.xlsx</p>                                                                                                                                                                                                                                                                                                                                 |
| 44 | ANSWER: | <p>The RFP outlines vendor will provide Service Desk and Field support services, (level 2 and level 3). Is there a team or self-service option that provides level 1 support?</p> <p>Yes. Service Desk and the Self-Service Portal.</p>                                                                                                                                                                                                                                                                                            |
| 45 | ANSWER: | <p>Are the service levels outlined in the RFP currently being used to measure quality and performance of the incumbent? Can a summary of performance to service level targets be provided?</p> <p>Yes, the incumbent is held to service levels. No.</p>                                                                                                                                                                                                                                                                            |
| 46 | ANSWER: | <p>Can CMSD provide average monthly call volume by internal (avg. call per hour) for peak, non-peak and normal volume months?</p> <p>Refer to attachment RFP 21261 ACD info.xlsx</p>                                                                                                                                                                                                                                                                                                                                               |
| 47 | ANSWER: | <p>Are there any expectations for on-call or off-hour support services for field support?</p> <p>No for On-Call. Yes, for Off-Hours.</p>                                                                                                                                                                                                                                                                                                                                                                                           |
| 48 | ANSWER: | <p>Are the Service Desk and field support teams being measured by the same service level targets? Are there separate targets for the field team?</p>                                                                                                                                                                                                                                                                                                                                                                               |

|    |                                                                                                                                                                                                                                            |                                                                                                                                                                 |
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|    | ANSWER:                                                                                                                                                                                                                                    | Yes. No.                                                                                                                                                        |
| 49 | In the data provided, is the variance between total calls and total district tickets self-service tickets?<br>Total Tickets is the sum of Calls to the Service Desk that generate Tickets plus Self-Service Tickets opened by Field Techs. |                                                                                                                                                                 |
|    | ANSWER:                                                                                                                                                                                                                                    |                                                                                                                                                                 |
| 50 | Are there different service level targets by support channel (i.e. phone, email, self-service)?                                                                                                                                            |                                                                                                                                                                 |
|    | ANSWER:                                                                                                                                                                                                                                    | No.                                                                                                                                                             |
| 51 | How many years has the incumbent been providing service desk and field support services to CMSD?                                                                                                                                           |                                                                                                                                                                 |
|    | ANSWER:                                                                                                                                                                                                                                    | 3 years                                                                                                                                                         |
| 52 | Does CMSD have a long term strategy to partner with vendor to provide services?                                                                                                                                                            |                                                                                                                                                                 |
|    | ANSWER:                                                                                                                                                                                                                                    | No                                                                                                                                                              |
| 53 | What is CMSD's expectation from a partner to provide YOY cost reduction for services? - Will CMSD partner to develop a strategy to support that expectation?                                                                               |                                                                                                                                                                 |
|    | ANSWER:                                                                                                                                                                                                                                    | The District is always looking for opportunities to improve services and reduce cost.                                                                           |
| 54 | Is there a strategy or commitment to work with vendor on a strategy to increase efficiency and reduce cost to provide services?                                                                                                            |                                                                                                                                                                 |
|    | ANSWER:                                                                                                                                                                                                                                    | The District is always looking for opportunities to improve services and reduce cost.                                                                           |
| 55 | Is it CMSD's expectation that all service desk services will be performed remotely?                                                                                                                                                        |                                                                                                                                                                 |
|    | ANSWER:                                                                                                                                                                                                                                    | No                                                                                                                                                              |
| 56 | Are there any preferences or restrictions on the geography from which service desk services will be provided to CMSD (i.e. continental US, offshore, near shore)?                                                                          |                                                                                                                                                                 |
|    | ANSWER:                                                                                                                                                                                                                                    | Vendor must maintain an appropriate level of core staff onsite at CMSD that supports the District service performance goals, service levels and response times. |
| 57 | Can we use our State of Ohio DBE to qualify for the DBE section of this RFP? Or do we have to be DBE's with Cleveland City or County?                                                                                                      |                                                                                                                                                                 |
|    | ANSWER:                                                                                                                                                                                                                                    | State of Ohio DBE is applicable.                                                                                                                                |
| 58 | What are the current contact channels for the SD, and volume breakdown? Are users able to access an end user portal which already integrates the Service Catalog, knowledge / self-help, and a ticket submission capability?               |                                                                                                                                                                 |
|    | ANSWER:                                                                                                                                                                                                                                    | Tickets are generated by Self-Service Catalog or from phone calls<br>Please refer to attachment RFP 21261 Tickets_2017_2019.xlsx<br>Yes                         |





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| 68 | <p>The vendor shall maintain an accurate inventory in cooperation with CMSD staff of all equipment covered in the contract in electronic database form that is readable by designated CMSD staff of all equipment covered by this contract. What is CMSD's current process for tracking and managing assets? What tool is used for CMIDB / Asset Mgmt. Database?</p> | <p>ANSWER: Inventory &amp; Distribution department manages and tracks assets. For the managed assets the District uses SCCM, Intune, JAMF, Google and Clever.</p>                                                                                              |
| 69 | <p>(Appendix C) contains an example of the required format. What is the current SLA attainment? What was the amount of penalties the current provider paid last fiscal year?</p>                                                                                                                                                                                     | <p>ANSWER: This will be discussed with the selected vendor</p>                                                                                                                                                                                                 |
| 70 | <p>"Submit the required Performance Bond and Insurance Certificate..." What are the Performance Bond specifications and requirements?</p>                                                                                                                                                                                                                            | <p>ANSWER: A Performance Bond guaranteeing the fulfillment of the contract may be required by the vendor. Insurance Certificate a sample is found on page 24 this certificate is required to show that your company meets the insurance limits identified.</p> |
| 71 | <p>How many images are currently maintained with periodic patch updates? What is the image update cycle expected? Quarterly/Semi-Annually/Annually?</p>                                                                                                                                                                                                              | <p>ANSWER: This will be discussed with the selected vendor</p>                                                                                                                                                                                                 |
| 72 | <p>Is VIP support in scope ? If yes Please provide the Count of VIP users with Location wise details?</p>                                                                                                                                                                                                                                                            | <p>ANSWER: No</p>                                                                                                                                                                                                                                              |
| 73 | <p>Do you have an estimate of the total number of password resets received by the service desk on a monthly basis?</p>                                                                                                                                                                                                                                               | <p>ANSWER: Please refer to attachment RFP 21261 Tickets_2017_2019.xlsx</p>                                                                                                                                                                                     |
| 74 | <p>What are your current service challenges that you would like to see addressed via this RFP?</p>                                                                                                                                                                                                                                                                   | <p>ANSWER: This will be discussed with the selected vendor</p>                                                                                                                                                                                                 |