		Solicitation Number:	**PT2024.6**
Lexington County School District One		Date Issued:	**04/11/2024**
		Procurement Officer:	**Elizabeth Marsh, CPPB, NIGP-CPP**
AMENDMENT OF SOLICITATION **ASSET MANAGEMENT - HELPDESK TICKETING PLATFORM**		Phone: E-Mail Address:	**803-821-1176** **emarsh@lexington1.net**

AMENDMENT/MODIFICATION NO: **One**

1. ISSUED BY:	**Lexington County School District One** **100 Tarrar Springs Road, Procurement Office** **Lexington, South Carolina 29072** **Attn: Elizabeth Marsh, Director of Procurement**

2. CONTRACTOR'S NAME AND ADDRESS:	3. AMENDMENT OF SOLICITATION NO.: **# PT2024.6**

4. THIS BLOCK APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS:

THE ABOVE NUMBERED SOLICITATION IS AMENDED AS SET FORTH IN BLOCK 5.

5. DESCRIPTION OF AMENDMENT:
Vendor questions and district responses beginning on page 2.

6. [ ] CONTRACTOR/OFFEROR IS TO SIGN THIS DOCUMENT AND SUBMIT WITH THEIR RESPONSE TO THE SOLICITATION. FAILURE TO RETURN WITH BID MAY RESULT IN REJECTION OF YOUR OFFER.

7. CONTRACTOR'S SIGNATURE	8. CONTRACTOR'S NAME AND ADDRESS:
BY :_____ (SIGNATURE OF AUTHORIZED REPRESENTATIVE)	_____
9. DATE SIGNED :_____	_____
	_____

10. LEXINGTON SCHOOL DISTRICT ONE	11. NAME AND TITLE OF AUTHORIZED REPRESENTATIVE
BY: ___ _E Mash_ ___ (SIGNATURE OF AUTHORIZED REPRESENTATIVE)	**Elizabeth Marsh, CPPB, NIGP-CPP** **Director of Procurement**
12. DATE SIGNED:_____04/11/2024	

AMENDMENT

Vendor Questions:

Question 1: Can you please provide number agents (Who creates tickets are called Agents) ? Accordingly pricing will be provided by them. For reviewers and Approvers no charge and it is absolutely free license,

District Answer: **200 agents**

Question 2: Can you please let us know what is your current system and any pain points?

District Answer: **These were listed in the Solicitation. Destiny Resource Manager for Device Assets and BOSSDESK for Ticketing.**

Question 3: With regards to solicitation PT2024.6 - ASSET MANAGEMENT - HELPDESK TICKETING PLATFORM, section:
INFORMATION SECURITY – LOCATION OF DATA
We have an office in the US, our data centers are in the US, but some of our staff are in Canada that may be involved in this project. Is this acceptable?

District Answer: **Help desk personnel in Canada is acceptable.**

Question 4: With regards to solicitation PT2024.6 - ASSET MANAGEMENT - HELPDESK TICKETING PLATFORM, we would like to ask if we can submit our response electronically by email in order to have adequate time to prepare our response. Please advise if this is acceptable.

District Answer: **No, we cannot accept bid responses electronically.**

Question 5: If this is not possible, we would like to request an extension to the deadline.

District Answer: **Proposal Due date remains the same as published in original soliciation.**

Question 6: We would also like to ask how amendments will be published as the procurement website only has a link directly to the RFP document.

District Answer: **All amendments are posted directly on the Procurement Website.**

Question 7: With regards to solicitation PT2024.6 - ASSET MANAGEMENT - HELPDESK TICKETING PLATFORM:
We offer 2 license types and you can have a combination of both types. Can you please advise how many you need of each type:
Support Technician Named: dedicated license allocated to an individual. This type of license guarantees access to the Service Desk client allowing the technician to log in when necessary. These types of licenses can be reallocated as needed. An example of the type of users that could use this type of license are members of the Service Desk.
Support Technician Concurrent: license shared amongst a pool of technicians. This type of license is used by staff who require less frequent or occasional access to the Service Desk client.

District Answer: **All support technician named licenses need to be dedicated. 200 and growing**

Question 8: With regards to solicitation PT2024.6 - ASSET MANAGEMENT - HELPDESK TICKETING PLATFORM, we would like to clarify how many documents are required for our response and what should be included in each. The instructions on preparing our response and submitting are not clear as they have conflicting instructions.

District Answer: **One (1) Original, One (1) Copy marked "Redacted", One (1) USB drive with all documents loaded. Your cost proposal must be separate. Refer to Section IV. INFORMATION FOR OFFERORS TO SUBMIT -- EVALUATION**

Question 9: Platform
Does the platform need to present information in any language other than English?

District Answer: **No**

Question 10: For item 6:
For each system (OneRoster Server, PowerSchool SIS, Active Directory) please provide the number of user domains or tenants from which users will be provisioned.

District Answer: **One user domain is used**

Question 11: Is the district's Active Directory local (ADFS) or Azure cloud-based?

District Answer: **Active Directory Local - we do not have ADFS. We can also support Google Workspace**

Question 12: For item 8:
What data is stored in PowerSchool that needs to be synchronized with the Platform?
Please provide some common use cases for integration between PowerSchool

District Answer: **All Student Staff and Parent contact data and needed as well as all course roster data. Example: Teacher needs to identify all assets in her classroom to enter trouble ticket of any of those assets that can include classroom projector or a students devices that is rostered in the class.**

Question 13: SIS and the Platform
Does the District desire integrating with PowerSchool SIS via CSV (flat file) imports, or via their REST API?

District Answer: **The District requires integration with REST API**

Question 14: Will the District make available API documentation and Subject Matter Experts who will be detailed to this project to assist with the integration?

District Answer: **API Documentation is available directly from the respective vendors Google Workspace, WorkspaceOne (AirWatch), RYCOR, BOSSDESK, Destiny Resource Manager, PowerSchool SIS Subject Matter Experts can assist with integration.**

Question 15: For item 9:
Please provide brief descriptions of a few typical use cases for integration with Rycor Fee payment API so we can understand the potential complexity. For instance, will users be paying for assets that are to be managed in the Platform?

District Answer: **Example: Student breaks a device, parent logs into Rycor Fee Payment system to pay for damages. The data in Rycor for the broken device would be pulled over via API from asset management system. Example: Student loses their device's power cord/charger. The parent logs into Rycor Fee Payment System to pay for a new power cord/charger. The lost power cord/charger information would be pulled into Rycor via API.**

Question 16: Rycor does not publish their API on their website. Please indicate whether it is OpenAPI compatible.

District Answer: **RYCOR can be consulted directly.**

Question 17: For item 10:
Please provide examples of the kinds of resources being managed in Destiny

District Answer: **Technology assets, fixed assets, uniforms, projectors, tv's**

Question 18: Please provide some common use cases for integration between Destiny Resource Manager and the Platform

District Answer: **Only to move assets from Destiny to new platform. Afterwards we would stop using Destiny Resource for asset tracking.**

Question 19: Follet does not make available their API on their website. Please indicate whether it is OpenAPI compatible.

District Answer: **Follett can be consulted directly.**

Question 20: Support
For item 2:
Please describe the number and types of online tutorials the District requires to be present on the Platform.

District Answer: **The District requires as many tutorials as necessary to provide basic user and administration support.**

Question 21: Will the District provide the content for the tutorials, or must the vendor provide that content?

District Answer: **For the use of the actual application provided by the vendor, the vendor shall be responsible for providing the documentation and tutorials. For district-specific content, the district will be responsible.**

Question 22: Will the Platform be required to support online training, lab exercises, scored assessments or other common LMS functions?

District Answer: **During the initial training of district personnel, the vendor will be responsible for providing any and all training of the application users.**

Question 23: Who is the expected audience for tutorials? How many people are expected to access them?

District Answer: **The expected audience for tutorials would be district staff who will either be administrators or users of the new asset/ticketing system.**

Question 24:   Asset Management
                   Approximately how many assets will be managed?
District Answer: **Currently around 120,000 but needs to be unlimited.**

Question 25:   Are any assets stored in an importable flat files (XLSX or CSV)?
District Answer: **They are not stored this way but can be extracted in this format.**

Question 26:   Does the District require the Platform to track/calculate asset depreciation?
District Answer: **Yes**

Question 27:   Does the District need to manage asset Procurement through the Platform? If not, what
                   system does the District currently use for asset procurement (generating & processing
                   purchase orders, ordering & receiving assets, etc)?
District Answer: **Yes**

Question 28:   Does the District desire to publish assets to a service catalog on the Platform so that users
                   can request those assets?
District Answer: **Yes**

Question 29:   For item 7, can you provide a common use case for an asset move "undo"?
District Answer: **Use Case: If a student device is accidentally checked out to the wrong student, an
                   undo would restart the device deployment to assign to the correct student.**

Question 30:   For item 8, how many assets are stored in each of these sources?
District Answer: **"Must import assets from Google Sheets, CSV, Excel, TXT files, etc." The list here
                   would indicate the method of transport for asset import. The District does not
                   currently store assets in this particular list.**

Question 31:   For item 9:
                   How is asset history recorded currently (e.g. spreadsheets, database entry, etc)?
District Answer: **Database entry through Destiny Resource Manager**

Question 32:   How many assets have histories to be imported into the Platform?
District Answer: **Currently No asset histories need to be imported. However the solution must have this
                   capability to record a history on each asset.**

Question 33:   For item 12:
                   Does the district need to track Consumables (non-serialized inventory
                   like mice & keyboards, printer toner, batteries, etc.)? Or will the
                   scope be limited to capital assets that are subject to depreciation?
District Answer: **Yes, we would like to track consumables.**

Question 34 :   What information will be printed on asset labels?
District Answer: **District Answer:Asset number, District Logo**

Question 35:	What kind of printers are used to print asset labels?
District Answer:	**Security Asset Tags are procured from another vendor. However, Asset Labels would need to be printed on standard 8.5 x11 paper for mass scanning or inventory.**

Question 36:	Ticket Management What are some use cases for tickets that need to be created on a schedule?
District Answer:	**Use case #1: A ticket is created based on the renewal of a support contract approximately 1 month prior to the renewal due date.** **Use case #2: A faulty component or device has been replaced and the helpdesk would like to have a ticket created to follow up on the fix to make sure the replacement cured the fault.**

Question 37:	Do multiple schedules need to be created?
District Answer:	**Yes, multiple working schedules are preferred.**

Question 38:	Are any of these tickets related to planned or preventive maintenance activities (e.g, yearly inspections of fire extinguishers)?
District Answer:	**Yes, especially in IT or Maintenance support scenarios.**

Question 39:	Does the District have a knowledge base currently in use?
District Answer:	**The current ticketing solution does have an online knowledge base.**

Question 40:	How many knowledge articles currently exist?
District Answer:	**Less than 100 articles.**

Question 41:	For the internal knowledge base, are there any restrictions on the users who should be able to view and/or create content?
District Answer:	**The application should be able to restrict access to KB articles based on sensitivity of information.**

Question 42:	Does the District require content in the current knowledge base to be imported into the Platform?
District Answer:	**No.**

Question 43:	Do any of the current articles contain embedded content such as attached files, videos, images, sound files, etc?
District Answer:	**No.**

Question 44:	Does the District wish to enforce version control over knowledge base content?
District Answer:	**It would be helpful for application administrators to see previous versions of KBs but not required.**

Question 45:	Does the District require knowledge content to be automatically translated into languages other than the one in which the content is written?

District Answer: **It would be helpful but is not required.**

Question 46: Does the District intend to store Fine and Fee information in the Platform?
District Answer: **Yes**

Question 47: Is Fine and Fee information associated with a user, asset, or something else (please specify)?
District Answer: **User**

Question 48: Financial Reporting
Will technicians be dispatched to various locations using work orders to track work that needs to be done?\
District Answer: **Technicians will need to be able to be dispatched to any location in the district.**

Question 49: Does the District require parts to be tracked within the Platform and associated with specific work orders?
District Answer: **Yes, the district would like to be able to associate any asset (or its' component) on a ticket for asset status tracking and sunsetting purposes.**

Question 50: What data should be included in an invoice?
District Answer: **Itemized list of what is broken or lost, Student it was assigned to, Fee applied**

Question 51: What system does the District use for invoicing today?
District Answer: **Rycor**

Question 52: What kinds of services and/or goods can be invoiced?
District Answer: **Student Personal Computing Devices; Band, Chorus, Orchestra Uniforms and Instruments; ROTC Uniforms and Equipment; Athletic Uniforms and Equipment; and any other items as school may request to be tracked.**

Question 53: Should invoices be associated with a specific ticket, asset, user, locations, or other (please specify)?
District Answer: **Yes - example would be a broken, lost or stolen device**

Question 54: For item 5:
What payment processor does the District use today (if different than Rycor)?
District Answer: **RYCOR is the district's payment processor.**
Question 55: In place of processing payments natively in the Platform, can the platform integrate with the District's preferred payment processor?
District Answer: **RYCOR district's preferred method for collecting fee payments.**

Question 56: Data Migration
How many records would be imported from each legacy data source (Destiny Resource Manager & BOSSDESK)?

District Answer: **Destiny 122,000/Bossdesk 230,000**

Question 57: Licensing Questions
Asset Management
For the non-IT assets (fixed assets, vehicles, band instruments, uniforms, parts, maintenance equipment, etc.), please provide a count of Users who manage and update the asset records, create maintenance plans, and perform asset audits.

District Answer: **50 and growing**

Question 58: Users who are field service technicians that perform maintenance on the assets.

District Answer: **24 and growing**

Question 59: Please provide the count for each: Servers, Computers, Network Devices, and Mobile Devices currently managed by the district.

District Answer: **Approximate Numbers:**
Servers - 60 and growing.
Network Devices - at least 18,000 and growing.
Computers - at least 25,000 and growing.
Mobile Devices - at least 40,000 and growing.

Question 60: Ticket Workflow
Please provide the total count of users who are currently assigned helpdesk tickets at the district.

District Answer: **200 and growing**

Question 61: RFP Page 14, Section IV. Instructions for Technical Proposal item 4 states Offerors must include agreement documents, while RFP Attachment 3, Offeror's Checklist states that standard contract forms should not be included. Please confirm if sample agreements are required or not

District Answer: **If your offer requires any additional agreements to be considered they must be submitted with your offer.**

Question 62: RFP Page 14, Section 3.1 This requirement asks for a description of Offeror's experience providing fee payment solutions. Is that correct?

District Answer: **Provide experience in US K12 School Districts performing the requested scope of work.**

Question 62: RFP Page 39, Part B, Financial Reporting #6 Please clarify what type of data you want to be able to sync with your ERP.

District Answer: **District would prefer ERP Staff provisioning data and fixed asset data but it is not required**

Question 63: Please define what "Time spent on ticket" includes. Is that the work spent to update the ticket, or including the actual work done to close the ticket?

District Answer: **Time Spent: The amount of time necessary to enter, modify, or close a ticket.**

Question 64:   RFP Page 39, Part B, Financial Reporting #1 Please define what "Time spent on ticket" includes. Is that the work spent to update the ticket, or including the actual work done to close the ticket?

District Answer: **The application should have the ability for the agent to start/stop a timing event for activities related to working or completing a ticket. The work activities for a ticket that could be tracked include the amount of time necessary to enter, modify, and close a ticket. The agent should also have the ability to pause work on a ticket.**

Question 65:   RFP Page 39, Part B, Ticket Management #2 Please explain generating tickets on a timed schedule.
Please explain generating tickets on a timed schedule.

District Answer: **Use case #1: A ticket is created based on the renewal of a support contract approximately 1 month prior to the renewal due date.**
Use case #2: A faulty component or device has been replaced and the helpdesk would like to have a ticket created to follow up on the fix to make sure the replacement cured the fault.

Question 66:   Must have ability to email parents when an asset assigned to a student is modified. Can you please clarify what information you are seeking to notify a parent about?

District Answer: **Parent notifications of lost/stolen/broken deviceand asset information.**

Question 67:   What Asset level modifications would warrant a notification to a parent?
District Answer: **Any asset checked out to a student that is Lost, stolen, or broken**

END AMENDMENT