



## **PURCHASING DEPARTMENT**

**441 Canton Hwy  
Cumming, GA 30040  
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www.forsyth.k12.ga.us**

### **RFI – I22-01**

### **Help Desk/Inventory System**

**March 15, 2022**

To: All Prospective Vendors

The Forsyth County Schools Purchasing Department invites you to submit a response to **RFI-I22-01 Help Desk/Inventory System**. The intent of this RFI is to familiarize ourselves with the marketplace and to identify key vendors in the industry. Please answer each section as thorough as possible and feel free to add additional information about your product/service at the end of the RFI.

**The RFI Closing Date: April 14, 2022 3:00 P.M.**

Please include an original and two copies with your submission. Responses to this Request for Information must be in a sealed envelope. Please allow ample time for delivery as late submissions may not be considered. For mailing purposes, please address to:

**FORSTYH COUNTY SCHOOLS  
Brad Richardson, Director of Procurement Services  
I22-01  
441 CANTON HWY  
CUMMING, GA 30040**

We appreciate your interest in the Forsyth County School System.

Respectfully,

Brad Richardson  
Director of Procurement Services

## Purchasing Department

### Overview

The Forsyth County School System is searching the market for more information on ***Help Desk/Inventory System*** (HDIS) specifically designed for use in a school system. The software must offer a comprehensive, affordable, and easy to use solution that can fulfill typical HDIS needs and support for technology, both face-to-face and virtually. The application must be built on flexible and customizable technology that adapts and grows, as the school system's needs change. The HDIS must fully comply with industry standards to ensure information technology security and student data privacy.

### Scope

Forsyth County School System has been a leader in the state of Georgia and nation in technology over the last 20 years. One critical component of supporting teachers and students is the ability to identify and respond within 4 hours, repair and return to the school or department in minimal time. The way we have done this is by using our ***Help Desk/Inventory System***

### Purpose

The purpose of this RFI is to gain more knowledge about current Help Desk/Inventory Solutions (HDIS) System capabilities and features currently available in the marketplace. FCS will use the information from this RFI in conjunction with other information available to determine if there is a need to pursue a new solution that could meet the current needs of our school system as it relates to a ***Help Desk/Inventory System***. Participants should be aware that FCS could potentially use the information provided in the RFI responses to open further negotiations and thus creating a more formal competitive structure to the solicitation with the possibility of awarding a contract at the end of the process. It has not been decided this is the path FCS will ultimately take during this process, however, FCS deserves the right to consider an 'RFP' type process within the RFI that could require further dialogue, additional information and potential vendor presentations. FCS will be the sole determinant on the path selected under this RFI based on the best interests to the school system.

### Company Information/Qualifications

**Firm Data and History-** Describe the history of your firm, including current structure specifically as it relates to the specifications of this RFI. Information should highlight experience and competency to provide the ***Help Desk/Inventory System***.

**Labor/Staff-** Vendor shall submit a statement pertaining to the labor/staff that could be utilized in the implementation of the HDIS. This statement should include experience, qualifications, training, etc.

**Single Point of Contact-** Please identify and detail qualifications of the Single Point of Contact from your company for any questions related to this RFI.

**References -** Please provide a minimum of two (2), with preference up to five (5) References where your solution (preferably similar size and scope) was implemented to include, but not limited to: Name of Entity, Name of Main Contact(s), Contact Email, Dates of Engagement, Macro-level review of work performed. For the purposes of this section a similar size and scope would be an estimated 52,000 students and 40 schools.

### Product/Service Specifications

*Please answer how your solution best addresses the following topics:  
(Separate page with corresponding numbers)*

*Please remember that the RFI is a tool that FCSS will use to learn about the availability of products in the marketplace; as well as, a tool utilized in product/service specification in an RFP. Therefore, please address each topic as thorough as possible and highlight strengths of your product. Feel free to elaborate on topics that may be challenging with your product or within the industry. Be sure to identify any capabilities that may not be available at this time and if they are currently on the roadmap with a timeline.*

# FORSYTH COUNTY SCHOOL SYSTEM

## Purchasing Department

### **Platform will support district and school level users**

- 1) To see ticket history based on a serial number
- 2) Mobile app for the techs
- 3) Different views available example: Tickets with parts requests, sort by school or location, tickets waiting on acceptance
- 4) When running a query report on the number of computers I have at a school, I can see the results on the screen, but I need a way to print, email or export the information to an excel spreadsheet.
- 5) Able to open tickets using email
- 6) Able to build a knowledge base
- 7) Able to run report on individual report on technicians.
- 8) Admin feature to add users and reassign que's
- 9) Security Concern – Only 2-3 People should have Admin Rights to manipulate Inventory
- 10) Inventory System needs to be able to tie into the Help Desk for Parts Orders, Very Important Feature
- 11) Able to Add New Inventory Equipment using an Excel Spreadsheet
- 12) Able to use an Excel Spreadsheet to Move Serial Numbers in Inventory
- 13) Able to Track Equipment as Sold or Defective once removed from Inventory
- 14) Summary Information of all Equipment in Inventory per School for State Inventory Information
- 15) Once Inventory stock gets Low able to generate an email reminding to reorder
- 16) Once Equipment is moved in Inventory using the excel spreadsheet able to generate any errors that did not process
- 17) Need to have the Following Headers for Equipment Tracking Serial Number, Type, Manufacture, Location, Model, Room Number, Date Purchased, Department, Funding Source, Cost)
- 18) Advance Search Feature
- 19) Being able to filter tickets so you can focus on high priority tickets

### **Individual at the school and district level.**

- a) Ability to easily open tickets
- b) Able to query the school's Help desk tickets and assets
- c) Add printers
- d) Open a ticket by email
- e) User can close a ticket that they have previously opened

### **Technical Specifications**

- a) Accessible on personal computer, tablets, phone and other devices as well as commonly used browsers (Microsoft Edge, Google Chrome, Firefox)
- b) Adhere to accessibility guidelines and provide option for alternate views to ensure accessibility
- c) All data is hosted in the United States in redundant data centers
- d) Adhere to industry standards for security and data privacy and make available the latest SOC 2 report when requested
- e) Who is the Cloud-based hosting provider
- f) Ability to support all users during peak traffic times
- g) Capable of Multi-factor Authentication (MFA)
- h) Capable of using federated authentication via SAML
- i) Cloud hosting providers should have multiple ingress/egress internet circuits, capable of providing adequate bandwidth should up to half of the ISPs capacity be unusable
- j) Is the data encrypted in transit? At rest?

# FORSYTH COUNTY SCHOOL SYSTEM

## Purchasing Department

### Project Management

- a) Please provide a detailed description of project management and support team
- b) Please provide a description of how technical issues are handled (tiered support, guaranteed response times, etc.)
- c) Please provide disaster recovery provisions/plans and return to service times
- d) Please describe method for return to service.
- e) Please provide an incident response plan in the event of a breach

### Client-side Issues

- a) Is the local computer required to download or install any local client?
- b) If browser-based, does it require a plug-in or browser extension? What browsers and versions are compatible?
- c) Is any info cached on the local computer?
- d) Does it require a particular client OS?
- e) For mobile devices, how often is the app updated (historically speaking) necessitating an upgrade on the client? Would a mandatory upgrade potentially prevent anyone from accessing the application until the app was updated?
- f) What is the minimum access level on the client computer required to run the software?

### Pricing

*Please answer the following questions regarding pricing formats. As mentioned above FCS may decide to open up further negotiations and request additional information on your LMS to include pricing. (Separate page with corresponding numbers)*

- 1) Describe your general pricing structure
- 2) Describe how upgrade would be handled over the life of the contract
- 3) Describe cost to renew annually
- 4) Describe training/travel or any other miscellaneous costs
- 5) Describe and detail any implementation cost

### Preparing a Response

- 1) Responses to the RFI shall be accurate and readily understandable.
- 2) Responses should be labeled and easy for the committee to find content.
- 3) Be thorough and answer each section as requested.
- 4) Include a PDF copy of your response on a thumb drive.

### Questions

All questions pertaining to this RFI must be submitted **in writing** to Trey Tryan at [ttryan@forsyth.k12.ga.us](mailto:ttryan@forsyth.k12.ga.us). All answers will be posted on the website by the answer deadline. Technology personnel will be consulted on questions pertaining to specifications. **Deadline for all questions is March 29, 2022 at 3:00 PM. And all answers will posted to the FCS purchasing website.**

**FORSYTH COUNTY SCHOOL SYSTEM**  
**Purchasing Department**

**Participation**

FCS appreciates your participation in this Request for Information. As mentioned, the intent of this solicitation is to allow us to better understand the marketplace, its offerings, to determine next steps. If your company chooses not to participate, please sign and return this page along with rationale for non-participation.

We choose not to participate for the following

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**Vendor Information**

Company Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Telephone: ( \_\_\_\_\_ ) \_\_\_\_\_

Fax: ( \_\_\_\_\_ ) \_\_\_\_\_

E-mail: \_\_\_\_\_

Representative's Name: \_\_\_\_\_

Representative's Signature: \_\_\_\_\_