

**RFI #I22-01, Help Desk Inventory System
Questions & Answers**

| Vendor | Question | Answer |
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| Seven Outsource | Whether companies from Outside USA can apply for this? | Yes |
| Seven Outsource | Whether we need to come over there for meetings? | Virtual or in person |
| Seven Outsource | Can we perform the tasks (related to RFP) outside USA? | No |
| Seven Outsource | Can we submit the proposals via email? | RFI responses need to be submitted as a hard copy and with electronic copy. |
| Team Dynamix | Could you please provide the total number of active named user licenses you would need to use the platform and a breakdown of the roles involved? | We have around 30 technicians and 45 ITS that will need a license. However, we also allow teacher to enter their own tickets so if each one needs a license that could be around 5,000. |
| Team Dynamix | Can you elaborate on the specifics of the task to “add printers” for an individual at the school and district level? | The process to install printers is custom built. It allows a user to find printers on the network for their school and install them. I don't think a commercial product will have this ability. This may be something you cannot provide. |
| Zendesk | In the RFI, it states that only 2-3 people will have Admin Rights. I was hoping to get some clarity on what the full agent count would look like so we can get you accurate quotes. | That was referring to only two or three people having admin rights to make changes to our inventory. We would issue those rights at our district level. |

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| Elevation Solutions | Are joint proposals acceptable? e.g., a combined proposal from both the software vendor and implementation (professional services) partner. | Yes |
| Elevation Solutions | Users, Functionality, Access: a. Please define each of the user groups that will be accessing the system (e.g., Leadership, IT, etc.) b. How many users in each of these groups will need access? | Ticket submission - 5,000...ticket completion - 50...Leadership - 8 |
| Elevation Solutions | How are Help Desk tickets submitted now and what is the ideal process? (forms, email, phone, etc.) | Tickets are entered through the ticketing system or by email...preferred to keep both and have an app. |
| Elevation Solutions | Is there a requirement for the Help Desk system to create tickets through multiple channels? e.g., a user portal? If so, is there a requirement for a self-serve portal for submitting and following up with Help Desk requests? | No, but it is preferred and strongly encouraged |
| Elevation Solutions | Are there data migration requirements from your existing systems? | Yes, we need all data moved from our current system to the new one |
| Elevation Solutions | What, if any, are the integration requirements and what are the platforms that are required to integrate with the new solution? | No, but AD is preferable. |
| Elevation Solutions | Are there any additional electronic communication requirements for this project? (e.g., email, text message, phone system integration, online chat) | No |

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| Elevation Solutions | How many staff members would be licensing/using the system administratively? Can this also be divided out into anticipated role (ie central office staff, site-based personnel)? | Tech support - 50, Leader - 8, site ITS - 45 |
| Elevation Solutions | How many employees/users would need to be able to submit Help Desk tickets? | 5,000 |
| Elevation Solutions | Is there a predicted number of Help Desk tickets per month (or year)? | 1500 per month, but may increase |
| Elevation Solutions | What is the 'go-live' timeline? | Not determined yet |
| Elevation Solutions | Is there an expected budget range or estimate? | Not at this time |
| Zendesk | My question is how many employees across the district will be responding to and closing out tickets? Are those 2-3 people the only employees working on requests from 52,000 students across 40 schools? | We have around 30 technicians, 45 ITS and a leadership team of 8. That will respond to and close tickets. |