

Questions & Answers for Work Order Solution Meeting 4/12/2023 at 3:00 p.m.

1. On the Vendor Qualification Statement Form, we are asked to provide Q#4. Trade References, Q#5. Other School District References, and Q#6. Bank References. Can you provide clarification on what you are specifically looking for here? Are these simply customer references?

3 Customer References for Like-Size districts.

Bank references may be removed from this form. However, the district reserves the right to request the most recent 3 years' financials of the successful bidder.

2. The RFP includes two areas for reference. We just want to confirm: (1) We are to fill both sections out? (2) If so, can we pick from the list of 10 references listed and duplicate them in the second area asking for the 3 references (size/requirements/geographic location)?

Duplicated references are fine.

3. For Inventory and work order management, can you please provide more detail about the types of items you are wanting to manage? Are you including consumable inventory management in this?

Inventory for technological devices, desktops, laptops, iPads, etc. No consumables.

4. Please provide further information about menu-based security desires.

Basically, a menu system that helps us to see an overview of the product and its offerings. Easy way to navigate to reporting options, make and apply policy changes and/or updates, etc.

5. For Section 1.5, is this list of systems that you would like to integrate with? Or is this information purposes only?

Informational purposes

6. For Section 2.3 Technology Work Order & Inventory Solution Criteria, where should we include our "Yes/No" response to the criterion? Should we include it in the same box as the question?

It is fine in either place as long as it is presented logically

7. TeamDynamix solution supports an active named user license model, which will allow you to deactivate a license for one user and activate the same license for another. Our discount model is based on overall licensing volume, so knowing these estimates will provide a more accurate quote. Typically, the total active named users align closely with the number of technicians you have on staff and any additional IT staff you might have that work tickets (e.g. service requests, incidents, etc.). With that said, can you please confirm the number of licenses you will need?

We would prefer unlimited tech licenses based on student/staff numbers.

8. Building on the previous question, TeamDynamix provides complete flexibility for our clients from a licensing standpoint. Can we provide North Penn SD with multiple pricing options for comparison's sake so the organization can make the determination as to what pricing construct will work best?

Multiple pricing options are fine and will be considered.

9. In regards to your requirement "Streamline the District's endpoint detection and response solution" could you please give an overview of your endpoint detection usage today? Are you currently using a tool for endpoint management that you're looking for the vendor to integrate, or are you looking for endpoint detection natively? If you're looking for a platform to offer endpoint detection natively, are you just looking for the solution to discover hardware, or hardware and software? Any additional information you could provide about your endpoint detection needs would be greatly appreciated!
This section quoted can be disregarded. It does not apply to the products we are looking at for a work order and inventory solution.

10. Can you please confirm if there are any contract requirements?

If we use federal funding, we will need PEPPM contract numbers. Please provide them if you have them.

11. What does North Penn School District mean by the ability to create short videos/screencasts from within the program?

This would be helpful to be able to respond to a work order in video.

Is the School District wanting training recordings?

Not necessary for this system.

Is the School District looking to be able to attach a video of the damage, or a work area, to a work order?

Damage to a device yes we would like to be able to at least attach an image.

Is the School District looking to attach videos as a document to an asset or building?

Photos, not necessarily videos although that would be a nice option.

12. Will the inventory system need to integrate with a purchasing system?

No

13. Does the School District have a controlled warehouse for materials?

Not that is used by the technology department.

14. Could the School District explain the current inventory management process?

Building technology staff inventory devices for students and staff at their building.

15. Does the School District charge back to other accounts for work done on the property?

Not at this time.

16. Will the School District need inspection check off list with preventive maintenance?

No