



OFFICE OF PROCUREMENT SERVICES
335 FOUR MILE ROAD
CONWAY, SC 29526-6005

AMENDMENT/ADDENDUM No. 1

Posting Date: Friday, December 16, 2022

Solicitation Number: 2223-08MJ

Description: Help Desk Ticketing/Inventory System

ADDENDA: Addenda shall be issued prior to the bid opening date and time for the purposes of modifying or interpreting the Contract Documents through additions, deletions, clarifications or corrections. No addendum shall be issued later than four (4) days prior to the bid opening date except to a) withdraw the Invitation for Bids, or b) to postpone the bid opening date and time. When an addendum is issued for the purposes of postponing the bid opening date and time, the addendum shall establish the new bid opening date and time no earlier than five (5) days after the addendum issue date. Addenda shall be posted on the on-line bidding source(s) stated in the Invitation for Bids. A Bidder shall acknowledge receipt of all addenda issued by identifying the addendum number and the date of issuance with the Bidder's initials in the spaces provided on the Official Bid Form or the bid shall be found non-responsive in accordance with the District's Procurement Code. If this solicitation is amended, then all terms and conditions which are not modified remain unchanged.

INTERPRETATIONS AND CLARIFICATIONS: Requests for additional information or questions regarding error, omission or clarification of any portion of the Bid Documents or the Contract Documents or any addendum, shall be submitted in writing to the District Bid Contact Person stated in the Invitation for Bids by e-mail or facsimile no later than five (5) days prior to the bid opening date and time unless an earlier date is stated on the Invitation for Bids or as may be amended. Any interpretations, corrections, or changes to the Bid Documents or the Contract Documents made in any other manner than by a written addendum shall not be binding, and Bidders shall not rely upon them. Any information given a prospective Bidder concerning a solicitation will be furnished promptly to all other prospective bidders as an addendum to the solicitation, if that information is necessary for submitting offers or if the lack of it would be prejudicial to other prospective bidders. See clause entitled "Bidder Representations." We will not identify you in our answer to your question. The District seeks to permit maximum practicable competition. Bidders are urged to advise the Procurement Specialist – as soon as possible – regarding any aspect of this procurement, including any aspect of the solicitation that unnecessarily or inappropriately limits full and open competition.

QUESTIONS MUST BE RECEIVED BY(Date/Time): ~~12/16/2022~~ 12/21/2022 12:00 p.m. (EST) (See "Questions From Offerors" provision)

SUBMIT QUESTIONS TO: mjackson@horrycountyschools.net (Change)

SPECIFICATIONS:

- o Additional requirement of solution: capability to generate fee letters to parents (addition)

QUESTIONS

| Question Number | Question | Answer |
|-----------------|---|---|
| 1. | Are any Software tools/application handling inventory/ticketing services? | Yes, we have system developed in house currently. |

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| 2. | Can we get technology details such as migration reports from the current system? | Yes, we should be able to export data. |
| 3. | Are there any technology restrictions? | That is dependent on the system proposed. |
| 4. | Device Agreement, is document with PDF format? | Yes, as long as it has electronic signature and data stamp. |
| 5. | How many years for data archival? | We will need at least seven (7) years retention of data. |
| 6. | Could you confirm the number of end users? | All staff - 5000 All students - 45,000 |
| 7. | What it means "Installation Services", can we get more details | Contracted vendor would need to be able to set up system onsite and provide support remotely. |
| 8. | Are there any existing barcode scanning tools with existing system? | Yes. |
| 9. | Does the District require an on-premises or cloud/SaaS Help Desk/Inventory system? | Cloud system is what we are looking for. |
| 10. | Could you confirm the number of support agents/technicians that would need to access the new Help Desk system? | We would like anyone with an HCS account to be able to log tickets in the system. As far as how many "technicians" will need to be able to work and resolve tickets, we are looking at approximately 140. This will include our Technology staff as well as TSAs and tech contacts out in the schools. |
| 11. | Could you confirm the must have integrations that are required for the new solution as there are many integration possibilities including Identity Management e.g., Active Directory including SSO, Asset Discovery e.g., SCCM/Endpoint Manager, JAMF, InTune etc., Email collaboration e.g., Exchange/O365, network monitoring e.g., SolarWinds, social collaboration such as Microsoft Teams, reporting e.g., PowerBI that we can provide? | AD integration, PowerSchool (SIS), PeopleSoft (Accounting/Oracle). |
| 12. | Often a phased approach of delivery is beneficial to customers ensuring project success across key go-live requirements prior to subsequent phases. Does the District have any practices/processes e.g., Incident Management, Problem Management, Change Management, Asset Management etc. that should be rolled out in a phased manner to hit key cut-over milestones and deliverables e.g., by go live? | We do not have a timeline, but project will be phased in over a period of time to be determined with vendor once contract is signed. |

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| 13. | Does the District have any tentative dates for evaluation following the proposal submission e.g., Demonstration Dates, Award Date, desired go live date? | The District does not have any tentative dates at this time. |
| 14. | Are there any other departments that may wish to use the new Help Desk solution to support Enterprise Service Management e.g., HR, Facilities etc? | No this is for technology needs only. |
| 15. | Does the District have a maximum capped budget for the 5-year period that any proposals must not exceed? | No. |
| 16. | Section 5 of the Technical Proposal contains details of the "Qualifications of Offeror" whereby reference customer name etc. is asked to be given however this is then duplicated in the "V. Qualifications" section whereby Appendix D must be populated for customer references. Do both sections need customer references provided as these would of course be much the same? | No duplication is not necessary but please provide all the information requested for reference review. |

The bid opening date and time remain the same