

Request for Information

No. 055.19.B5

For

IT Service Management Solution

Solicitation Schedule

Event	Date
Issue Date	March 6, 2019
Last Date for Questions	March 22, 2019 COB
RFI Response Due	March 29, 2019, 2:00 pm
Presentations (if requested)	TBD

Introduction and Background

This Request for Information document together with all of its contents (the "RFI") is an invitation for you to submit information regarding the subject matter described herein. This RFI is not an offer by the Howard County Public School System. ("HCPSS") and HCPSS makes no commitments, implied or otherwise, that this RFI process will result in a business transaction with you or anyone else. All respondents are fully responsible for their own costs in responding to this RFI and participating in this process.

The Howard County Public School System (HCPSS) is issuing this Request for Information (RFI) for recommendations on IT Service Management ("ITSM") solutions. The purpose of this RFI is to gain a better understanding of solutions and options available in the marketplace to help HCPSS manage activities and processes that support a service throughout its lifecycle, from service management to change management, problem and incident management, asset management, knowledge management, and customer / stakeholder communications.

Howard County, Maryland is a suburban community of over 317,233 situated midway along the Baltimore- Washington corridor. It is a county of contrasts - a blend of old and new, urban and rural, historical and progressive. The county's borders encompass Ellicott City, one of the country's oldest towns, and Columbia, a planned community conceived and designed 50 years ago by The Rouse Company. A great community deserves great schools, and HCPSS is a recognized source of local pride. HCPSS is a school system of approximately 57,000 students, and 78 schools - elementary, middle, high, and special schools. The school system consistently ranks among Maryland's top school districts based on student performance on the Maryland School Assessments. Howard County students score above the national averages on standardized tests and over 85% of graduates continue their education beyond high school. Respondents to this solicitation are encouraged to review additional information about the school system at <http://www.hcpss.org/about-us/>.

HCPSS School System Tax Identification.

Federal Tax Id: 52-6000968
Maryland Sales Tax: 30001219
Federal Excise Tax: 52-73-0257k

Human Resources - HCPSS employs approximately 8,500 full- and part-time regular employees in addition to a large number of temporary and seasonal employees. Approximately 400-500 employees (full-time and regular part-time) are hired each year with an average of 3,000 applications received. The Office of Human Resources is responsible for the recruitment and hiring of all staff in collaboration with other HCPSS offices.

Respondents to this RFI are encouraged to review HCPSS's website for a better understanding of HCPSS, its organization and management, and the services it provides. The website is <http://www.hcpss.org>.

SECTION I. SOLICITATION INSTRUCTIONS

1. Issuing Office. The Issuing Office shall be the sole point of contact within HCPSS for purposes of the preparation and submittal of Responses in response to this solicitation.

Ted Ludicke
Purchasing Office
Howard County Public School System
10910 Clarksville Pike
Ellicott City, MD 21042
Phone: (410) 313-5644
Email: ted_ludicke@hcpss.org
<http://www.hcpss.org/about-us/purchasing/>

2. Questions and Inquiries. All questions and inquiries regarding this procurement shall be submitted in writing via email to Ted Ludicke, ted_ludicke@hcpss.org. All such questions and inquiries shall be received by the date and time listed on the cover of this solicitation. Inquiries will receive a written reply via addendum.
3. Information Only. Notwithstanding any other provision of the RFI, Respondents are hereby advised that this RFI is a solicitation for information only and is not to be construed as an offer to enter into any contract or agreement.
4. Response Submittal Process
 - 4.1. Responses are to be provided to the Issuing Office in accordance with the Solicitation Schedule.
 - 4.2. Responses must be emailed, and the email posted and received no later the time and date specified on the Solicitation Schedule on this cover sheet.
5. Response Retrieval. Prior to the final submission date, any Respondents may retrieve its information to make additions or alterations. Such retrievals shall not extend the final submission date.
6. Withdrawal of Responses. Responses may be withdrawn by the Respondent upon request.
7. HCPSS Right to Amend, Modify or Withdraw. HCPSS reserves the right, in their sole discretion, to amend, or modify any provisions of this solicitation, or to withdraw this solicitation at any time prior to the award of a Contract. Respondents shall bear all costs associated with the preparation and furnishing of responses to this RFI. All Responses shall be firm for a period of 180 days following the Response submission due date.
8. Acceptance of Terms and Conditions. By submitting a Response, a Respondent shall be deemed to have accepted the terms, conditions, and requirements set forth in this RFI. The RFI, including all addenda, shall be incorporated into the Response.
9. RFI Response Materials. All written materials submitted in response to this RFI become the property of HCPSS and may be appended to any formal documentation that would further define or expand the contractual relationship between HCPSS and the Respondent(s).
10. Incurred Expenses. HCPSS is not responsible for any expenses that Respondents may incur in preparing and submitting Responses or in making presentations of their Responses, if required.
11. Public Information and Trade Secrets. The Maryland Public Information Act limits HCPSS's ability to withhold pre-qualification and bid data to trade secrets or records, the disclosure of which is exempt or prohibited pursuant to federal or state law. If a submittal contains any trade secrets that Respondent does not want disclosed to the public or used by HCPSS for any purpose other than evaluation of the Respondent's eligibility, each sheet of such information must be marked with the designation "Confidential." HCPSS will notify the Respondent of any request by another party to inspect such confidential information. Respondent will have an opportunity to establish that such information is exempt from inspection in any proceeding to compel inspection.

SECTION II. PROJECT SUMMARY

1. HCPSS's Department of Information Technology (IT) is issuing this RFI to obtain recommendations for:
 - a. A cloud based ITSM solution, with focus on service management, requests, process management and routing, problem and incident management, service level agreement management / tracking, help desk reporting, asset management, inventory, knowledge management, and integrated / automated customer communications.
 - b. The solution should:
 - i. Provide the flexibility to function at the enterprise level, while simultaneously providing partitioning of independent single building, or single department functionality with corresponding administrative access levels.
 - ii. Support internal and external (public) users
 - iii. Provide web and mobile solutions
 - iv. Integrate with other enterprise systems such as Workday through manual import / export, API, or custom / prefab connectors
 - v. Provide canned and custom reporting and dashboard capability
2. Additionally, HCPSS is interested in learning about:
 - a. Variations of solution deployment based on organizational readiness and flexibility to grow as our IT processes mature
 - b. Similar solutions implemented in another organization and/or K-12 school district
 - c. Best practices for K-12 systems
 - d. Use in non-IT functions such as transportation, HR, and others
 - e. Clarification and understand of licensing, usage, and the total cost of ownership over a multi-year period.
 - f. Security, control, and accountability for both the recommended solution as well as your hosting facility(ies)

Current State

- HCPSS uses:
 - A help desk ticket system for incident management
 - Software development ticket system
 - Custom built asset management database with some ERP integration
 - Workday Human Capital Management System

SECTION III. RESPONSE FORMAT

1. Transmittal Letter. A transmittal letter prepared on the Respondent's business stationery shall accompany the Response. The letter should be an executive summary that clearly and concisely summarizes the content of the Response. The letter shall be signed by an individual who is authorized to bind the firm to all statements, including services and financial commitments. Include the Respondent's official business address and state in which it is incorporated or organized. An appropriate contact name, title, phone number, and email address should also be provided for HCPSS's use during the procurement process.
2. Signing of Forms. A Response, if submitted by an individual, shall be signed by the individual. If submitted by a partnership, a Response shall be signed by such member(s) of the partnership with authority to bind the partnership. If submitted by a corporation, a Response shall be signed by an officer, and attested by the corporate secretary or an assistant corporate secretary; if not signed by an officer, there shall be attached a copy of a board resolution or that portion of the by-laws, duly certified by the corporate secretary, showing the authority of the person so signing on behalf of the corporation.
3. Recommendations: Provide a comprehensive, detailed narrative describing how the Respondent's recommendations match each of HCPSS' requirements listed in Section 2, Project Summary.
4. Efficiencies. Describe how the recommended Solution(s) reduces environmental impact, saves costs, energy and efficiency, and increases security. Include initial, and then ongoing, public awareness campaign ideas that HCPSS may utilize when rolling out the Solution.
5. References: The Respondent shall provide examples of three projects of similar size and scope, preferably in a K-12 environment. Examples shall include a project summary and a contact(s) name and telephone number who is familiar with each project.