



**REQUEST FOR PROPOSALS (RFP) #23-09
SERVICE DESK SOFTWARE**

PROPOSED SOLICITATION SCHEDULE

This schedule may be modified or changed at the sole discretion of SJCCD.

DATE	ACTION
<i>September 13, 2022</i>	RFP issued
<i>September 23, 2022</i>	Questions and/or Clarifications Deadline Requests for questions and clarifications regarding RFP documents shall be submitted through the Questions tab in IonWave by 5:00 p.m. Central Time to be considered.
<i>September 20, 2022</i>	Virtual Pre-Proposal Conference (non-mandatory) 9:00 a.m. Central Time Request a link to the Zoom virtual meeting by sending an email to karen.allen@sjcd.edu no later than close of business on September 19, 2022.
<i>September 28, 2022</i>	Issuance of final addendum, if necessary.
<i>October 4, 2022</i>	Proposal Submission Deadline All proposal documents shall be submitted before 2:00 p.m. Central Time in IonWave. Proposals will be digitally opened immediately following time due.
<i>October 19-21, 2022</i>	Interviews (<i>for top-ranked firms only</i>) Online interviews are tentatively scheduled for these dates.
<i>November/December 2022</i>	Recommendation of award and approval to enter into contract. Award will be announced after approval received.

IonWave:

<https://sanjac.ionwave.net>

PROCUREMENT CONTACT

Karen Allen, Sr. Buyer
281-998-6106
karen.allen@sjcd.edu

SCOPE OF WORK AND SPECIFICATIONS

1. BACKGROUND

Founded in 1961, San Jacinto Community College District ("SJCCD" or "College") is rich in history and is now one of the fastest growing community colleges in the country, as well as one of the largest community colleges in the state of Texas. SJCCD, a state-supported institution of higher education, is dedicated to nurturing scholastic development, integrity, and professionalism. SJCCD offers a wide range of traditional and innovative programs, which provide a solid educational foundation for life-long learning to a diverse community of learners. SJCCD has over 2000 faculty/staff members, and a student population of over 37,000.

2. PURPOSE

The purpose of this RFP is to obtain a replacement Information Technology Service Management (ITSM) software solution that will allow San Jacinto College to manage technology services through a robust integrated ITSM toolset. San Jacinto Community College ITS delivers services to our college community which includes over 3,000 employees and nearly 32,000 students. Current ITSM solutions are undersized, not scaled for departmental needs including integration with enterprise systems, automation, and workflow capabilities. Additionally, state mandated information security requirements are a factor in the need for replacement.

3. CONTRACT TERM

Contract term, if any, for contract(s) awarded from this solicitation will be a three (3) year contract term, with two (2) one-year optional renewals; Selection of contract terms shall be determined by SJCCD subject to termination provisions as further described in the sample contract terms of this solicitation.

SJCCD reserves the right to select one or more firm(s) based on the best value, as determined by SJCCD, of overall response(s) submitted to the College, with consideration given to proposals that best meet the desired scope of work and specifications as set forth in this request for proposals

4. SCOPE OF WORK

San Jacinto College is seeking proposals for an Information Technology Service Management (ITSM) tool, specifically providing Service Request capability to replace the current ITSM. Additional modules such as Incident, Release, Change and Portfolio Management are preferred but not required. The College needs a robust system that meets the growing need to automate, integrate with existing systems, and provide just-in-time reporting to aid in business decisions.

The proposed system should be scalable, phasic solution that will:

- 4.1. Include a robust Service Desk platform that provides real time access to users, inclusive technology options and automation tools.
- 4.2. Provide a multiple service desk capability for various departments (Information Technology Services (ITS), Human Resource Information System/Organizational and Talent Development (HRIS/OTD), Instructional Support System /Blackboard Support), with scalability to allow for expansion of additional service desks at no additional cost.
- 4.3. Have integration capability leveraging application programming interfaces (APIs).
- 4.4. Provide Dashboards and Reporting tools to aid in business decisions.
- 4.5. Workflow capability for ticket creation, reporting, and communication with clients.

The scope of work covers the requirements to provide an Information Technology Service Management (ITSM) solution to the San Jacinto Community College District ("SJCCD" or "College"). Failure to meet any mandatory requirement listed above may result in disqualification of firm's proposal.

Additional Scope of work details can be found in **Attachment A - Scope of Work** in the **Attachments tab** of IonWave.

5. PRODUCT AND SERVICES SPECIFICATIONS (ATTACHMENT B)

Specification details can be found in the Excel spreadsheet titled **Attachment B - Specifications** in the **Attachments tab** of IonWave. Failure to meet any mandatory requirement may result in disqualification of the firm's proposal.

The product and services with any agreed configurations and customizations must be fully operational no later than the date as determined in the agreed project implementation plan by both the Firm and SJCCD.

6. DELIVERY AND INSTALLATION

- 6.1. Awarded firm shall coordinate all installation activity with SJCCD contact person.
- 6.2. Awarded firm shall deliver, assemble, install, integrate with SJCCD ERP system and/or make ready for use and available to SJCCD for testing no later than **February 1, 2023**, the following: software, equipment, and/or access to services and technologies hosted outside of SJCCD. Firm shall provide all accessories and services, including solution training (train-the-trainer) necessary to complete installation, configuration, and deployment.
- 6.3. Go-Live Date shall commence no later than **February 28, 2023**, with operational handoff from firm to SJCCD.
- 6.4. Awarded Firm shall acknowledge that any personnel engaged by the College with access to the College's information systems or database shall be required to complete an annual cybersecurity training offered by the College, in accordance with Texas Government Code 2054.5192.
- 6.5. Awarded vendor shall certify its compliance with Texas Administrative Code 202.72, Subchapter C (Information Security Standards for Institutions of Higher Education) requirements, as designated by San Jacinto College Information Security.

7. SJCCD'S DELIVERABLES AND RESPONSIBILITIES

- 7.1 SJCCD shall provide Contractor with access to SJCCD stakeholders, sponsors, subject matter experts, with the functional and technical expertise and the time necessary for the Contractor to perform expected duties and deliverables.
- 7.2 SJCCD shall provide Contractor with access to SJCCD Organizational Talent and Development resources for guidance with organizational change management (OCM) services.
- 7.3 SJCCD shall provide the required access to SJCCD systems necessary for the Contractor to perform expected duties and deliverables.

- 7.4 SJCCD shall provide the necessary support to the Contactor with the integration of the software with SJCCD systems.
- 7.5 If required, SJCCD may provide temporary office space and office equipment necessary for the Contractor to perform expected duties and deliverables. SJCCD may also have the selected firm perform work in a remote capacity.
- 7.6 SJCCD expects that legacy data to be converted into the Product will require cleansing and manipulation. SJCCD shall cleanse and format the data as specified by the Contractor and provide the data necessary for the Contractor to perform expected duties and deliverables.
- 7.7 SJCCD shall perform integration and acceptance testing in the manner as specified by the Contractor.
- 7.8 SJCCD shall provide support in the migration of the configured and integrated software, including custom components, to production.
- 7.9 SJCCD shall perform project communications to stakeholders, and end user training based on train-the-trainer approach.

EVALUATION CRITERIA

An Evaluation Committee will review all proposals according to the criteria stated herein. The committee's evaluations will be based on all available information including qualification statements, subsequent interviews/presentations, reports, discussions, reference checks, and other appropriate reviews.

1. Qualifications will be evaluated on the following criteria:

Qualifications	Max Points
Section 1: Understanding of the Project Scope and Ability to Meet Specifications	5
Section 2: Qualifications and Experience of Firm and Personnel	5
Section 3: Professional Services & Customer Service	5
Section 4: References	5
Section 5: Overall Completeness, Clarity, and Quality of Responses to Attachment A - Scope of Work and Attachment B – Specifications	10
Qualification Total Points	30

The College's Evaluation Committee will evaluate and rank each submittal based on the qualification criteria detailed above. The College will schedule interviews and evaluate prices with the highest ranked firms (Shortlist).

2. Presentation and Interview will be evaluated on the following criteria:

Presentation and Interview	Max Points
Firm's Overall Presentation	20
Interview: validation of statement of work (CX, UI, UX) and User Case Review; see details on page 9	20
Presentation / Interview Total Points	40

3. Price will be evaluated on the following criteria:

Price Proposal	Max Points
Price Proposal: Attachment C: Tab 2 –Pricing Schedule <i>* The price proposal for each shortlisted firm will be evaluated in comparison with the other shortlisted firms' price proposals; however, the number of points possible will be proportional to each respondent's evaluation score received for Qualifications: Section 5 - Attachment A - Scope of Work and Attachment B – Specifications.</i>	30*

The final score for selection of a firm will be obtained by combining the Evaluation Committee's total points of the qualifications, interview, and price as follows:

Qualifications	30 points maximum
Interview	40 points maximum
Price	30 points maximum
Total	100 points maximum

PROPOSAL RESPONSE REQUIREMENTS

Proposal response shall be submitted as a **Response Attachment** in IonWave by the date and time deadline specified in this solicitation.

Responses shall be a single PDF document with a maximum of **twenty-five (25) pages (numbered 1-25)**. Sections must be in order and clearly labelled as outlined below.

Include a coversheet that includes your firm's name, representative's contact information, and RFP number and title. Coversheet does not count towards the 25-page limit.

Firm **must** complete *Attachment A – Scope of Work*, *Attachment B – Specifications*, and *Attachment C – Pricing Instructions and Pricing Schedule*.

Firm shall provide all information in a clear and concise manner to allow the evaluators clear understanding of the firm's demonstrated competence and qualifications. Failure to provide the required information with the response may deem the Firm nonresponsive and disqualify the response from consideration from award.

QUALIFICATIONS

Section 1: Understanding of the Project Scope and Ability to Meet Specifications

- 1.1. Describe what makes your product(s) unique compared to competitive solutions.
- 1.2. Describe the programming interface technologies supported by your proposed Information Technology Service Management solution.
- 1.3. Describe all third-party products, including modular solutions and services that can integrate with your products.
- 1.4. Describe all pre-configured application program interfaces (APIs) compatible with your product.
- 1.5. Describe your single sign on and authentication capabilities, lightweight directory access protocol (LDAP) and/or active directory authentication. List any other means of external authentication (central authentication services (CAS), etc.) and specify which security assertion markup language (SAML) versions are supported.
- 1.6. What is your upgrade maintenance schedule?
 - Describe how you perceive your service philosophy and your methodology for carrying out objectives and requirements of the project differs from other organizations.
 - Provide implementation timeline, level of effort and approach, organizational chart which includes key staff members, third parties, and their respective responsibilities for this project.
- 1.7. Describe and specify data management and recovery practices including the following:
 - Data backup, retention, and recovery approach and responsibilities.
 - Processes for system redundancy and recovery.
 - Data owner and how it will be used by the firm and other third parties.
 - Options/costs involved for transferring data in the event the business relationship is terminated by either party.
 - Upgrade maintenance schedule.

- 1.8. Systems Integration
The firm shall further describe:
1. All third-party products and services that they can integrate with.
 2. All pre-configured APIs compatible with their product.

Section 2: Qualifications and Experience of Firm and Personnel

- 2.1. Describe your company history, size, and professional staff composition. Include information regarding how long your company has been providing these services. Include a description of the firms' past and current contracts/assignments, which are related to the type of services required by this solicitation. Provide the number of higher education client accounts in your client base. Demonstrate and certify that your company possesses a minimum of three (3) years of experience providing similar services to large enterprise environments like SJCCD in complexity and scale, which may include corporate, government, non-profit, or academic examples. Firm shall describe previous experience with SJCCD, with other educational or non-educational entities for which the company has provided similar services/products.
- 2.2. Is a third party used for any other segment of the service?
- 2.3. Describe your firm related to other competitors who may be submitting proposals. How does your firm differ? What are your firm's strengths?
- 2.4. SJCCD reserves the right to reject any proposal based upon firm's prior history with SJCCD or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures. Describe, if any, security breaches in your solution in the past five (5) years.
- 2.5. Propose a project team to deliver the subject area services and provide a project-staffing plan. The team may consist of one or more people. Identify one member of the team as the project manager who will be the principal contact with the College. Provide single page resumes for each team member to include, at a minimum, education, last ten years of employment, and certifications relevant to prior projects.

If personnel substitutions are contemplated on a contingency basis, they should also be identified. Enhancements such as graphics, charts or other visuals are acceptable, but not mandatory unless otherwise stated.

Section 3: Professional Services & Customer Service

- 3.1. Firm shall describe how they perceive their service philosophy differs from other organizations.
- 3.2. Firm shall describe how many employees would be assigned to the SJCCD account.
- 3.3. Firm shall provide a detailed professional services management plan with defined lines of authority and responsibility.
- 3.4. Firm shall describe their customer service strategies for delivering a high level of customer service.
- 3.5. Firm shall confirm customer service support and/or delivery and operations teams are located inside the United States.
- 3.6. Firm shall provide a copy of their service level agreements (SLA).
- 3.7. Firm shall describe their service levels, including:
- i. The guaranteed response and resolution timelines are there for resolving issues.
 - ii. Channels for users to access support (phone, email, chat, self-service website, user community blogs etc.).

- iii. Processes for receiving routine support and for issue escalation.
- iv. Any limits to a certain number of named support contacts.
- v. Processes for handling complaints, comments, or suggestions received.

Section 4: References

*The following items shall be entered in the **Attributes tab** in IonWave*

- 4.1. Provide references on recent projects for which your company provided services similar to those outlined in this RFP. References must include a list of at least five (5) clients for which the firm's company is currently providing these services or has provided the same type and level of service within the past three years. The name, telephone number, and valid email address of a reference person who may be contacted for further information must be shown. It is highly preferable that these references are other colleges or public sector accounts comparable in size or larger.
- 4.2. All references will be contacted by email. Evaluations will be based on responses received from references. It is advisable to notify your references ahead of time that a reference will be requested by email.

Section 5: Overall Completeness, Clarity, and Quality of Responses to Attachment A - Scope of Work and Attachment B – Specifications.

- 5.1. Provide complete responses to *Attachment A – Scope of Work* and *Attachment B – Specifications*. Upload the completed spreadsheets as attachments in the **Response Attachments tab** in IonWave.
 - 5.2. For each line item in *Attachment A – Scope of Work* and *Attachment B – Specifications*, indicate whether your system can fully support (FS), can support with modifications (M), can support with customizations (C), will be included in a future release (F), or is not supported (NS). Include any relevant and applicable comments in the "Vendor Comment" column.
 - 5.3. The price proposal for each shortlisted firm will be evaluated in comparison with the other shortlisted firms' price proposals; however, the number of points possible will be proportional to each respondent's evaluation score received for Qualifications: Section 5 - Attachment A - Scope of Work and Attachment B – Specifications.
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PRESENTATION AND INTERVIEW

Presentation and interview must show that the firm clearly understands the requirements of the solicitation and has a strategic plan and approach to complete the implementation process and meet the “go live” date of **February 28, 2023**. Firms may be asked to complete a second interview if necessary.

The College may not pre-release questions for the interview; however, presentation and interview will be focused on but may not be limited to criteria included in the Request for Proposals, including the following:

- Project Scope and Ability to Meet Specifications
- Qualifications and Experience of Firm and Personnel
- User Experience (UX,) User Interface (UI,) and Customer Experience (CX)
- Service Level Agreements (SLA), performance measurements, and solution support
- Integration capability
- Reporting and Analytics
- Workflow and automation capabilities
- Provision of real time access to users, inclusive technology options and automation tools
- Multi-Service Desk capability
- Committee Questions

PRICE PROPOSAL

1. Complete *Attachment C – Pricing Instructions and Pricing Schedule*. Upload the completed spreadsheet as an attachment in the **Response Attachments tab** in IonWave.
2. Include pricing in the **Line Items tab** in IonWave the following years at listed in Attachment C. If there are any discrepancies between Attachment C and Line Items tab, Attachment C shall take precedence.
 - 1) Year 1 Annual Cost
 - 2) Year 2 Annual Cost
 - 3) Year 3 Annual Cost
 - 4) Optional Renewal Year 4
 - 5) Optional Renewal Year 5
3. Proposed pricing shall include all necessary labor, supervision, travel, equipment, materials, supplies, employer payments, overhead and profit, and applicable fees. Pricing shall include quantity discounts and discounts for prompt payment, annual escalation rate (if applicable), additional fees, set-up charges, equipment installation, calibration, training, and any other charges that may apply. Firm shall provide a list with prices of any disposables that may be required to use the product in a typical education setting. Firm shall provide pricing for three (3) years with two (2) one-year renewal options.
4. Firms are encouraged to provide any additional information and/or pricing (including discounts or incentives) that will address the best value of offerings presented in their proposal.
5. Prices offered by Firms in their proposals are an irrevocable offer for the term of the contract and any contract extensions. The awarded firm agrees to provide the purchased services at the pricing rates and fees as set forth in their proposal in response to this solicitation. No other pricing rates or fees shall be payable to the awarded Firm for implementation of their products or services.

6. List any extra services. If these services are not included in the price proposal, firm shall clearly indicate the respective fees for these additional services. Upload this as an attachment in the **Response Attachments tab** in IonWave.

List of Response Attachments:

The following documents are to be submitted through the Response Attachments tab in IonWave. All forms are available to download under the Attachments tab in IonWave. Except when listed as Optional, all documents are required and failure to provide a required document may deem the proposer non-responsive and disqualify the response from consideration for award.

1. Qualifications/Proposal Response
2. Attachment A - Scope of Work
3. Attachment B – Specifications
4. Attachment C – Pricing Schedule
5. Conflict of Interest form
6. Proof of Insurance Requirements
7. Exceptions to the RFP Contract Template (optional)
8. Additional Costs Not Included in Pricing (optional)