



**MOHAVE COMMUNITY COLLEGE
RFP FOR HELP DESK AND INVENTORY SYSTEM**

REQUESTING: Proposal (1 original and one electronic; delivered as described in sections 1.4 and 4.2)

Issue Date: October 14, 2021

Bid opening: **November 12, 2021 at 4:00 pm (AZ Time)**

Procurement Time Frame: Request for Proposals Issued: Oct. 14, 2021
Request for Proposals Response Date: Nov. 12, 2021
Award and Contract Execution: Dec. 13, 2021 (tentative)

Requested Services:

- A. Helpdesk System
- B. Inventory System

Enclosures: 1.0 Purpose and Background
2.0 Scope of Procurement
3.0 Evaluation Criteria and Vendor Selection
4.0 Proposal Format and Content

Response Documents: Mailing Label
Response Cover Page
Vendor Response Forms
Detailed Pricing Forms
Functional and Technical Requirements Form
Reference Form
Product Invoice/Order Form
Proposed Service Level Agreement
Additional Documentation

QUESTIONS: Vendors may submit any questions concerning this solicitation in writing until 5:00 pm on Friday, October 22, 2021. Vendors should send inquiries via email to Christine Van Vleet via email at cvanvleet@mohave.edu. The College will post written answers to questions, in the form of amendments to the RFP, on the official web site for this solicitation. Aside from submitting formal written questions, contact with anyone other than the Director of Procurement for matters pertaining to this solicitation during the solicitation process is prohibited. The bidder is responsible for reviewing all amendments and related documents.

Official site for all RFP documents: <http://www.mohave.edu/procurement>

Contact for this request:

Christine Van Vleet
Director of Procurement
928-757-0819

1.0 PURPOSE AND BACKGROUND

1.1 Purpose of this Request for Proposals (RFP)

Mohave Community College (MCC, the College) seeks proposals from qualified and experienced vendors to provide help desk and/or inventory software systems to improve the College's customer service, asset management, operational efficiency and financial performance. The purpose of this Request for Proposals (RFP) is to solicit sealed proposals and establish a contract through fair and competitive negotiations.

Mohave Community College invites prospective vendors to submit information in fulfillment of the products and associated services described in this RFP. This RFP represents a statement of desired products and services and will assist the College in gathering information regarding products and services available, whether or not the College is currently aware of this availability, and to identify vendors capable of delivering these products and services.

This document does not commit the College to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to make any agreements in relation to the services and/or products described in this RFP. Mohave Community College reserves the right to request clarification, conduct discussions with vendors and/or request additional information.

1.2 General Background

Located about 100 miles southeast of Las Vegas, Nevada, Mohave Community College is a comprehensive community college serving Mohave County in the northwest portion of the State of Arizona and its neighboring communities in California, Nevada, and Utah. With over 13,000 students each year on campuses in Kingman, Lake Havasu City, Bullhead City, and Colorado City, and an extensive online education program, MCC's mission is to serve our communities, empowering students to succeed through innovative pathways and quality education. Visit our website at www.mohave.edu.

1.3 Procurement Objectives

Mohave Community College seeks vendor proposals for help desk and inventory software systems to improve the College's customer service, asset management, operational efficiency and financial performance. Although the College prefers fewer vendors/contracts, the best fit solution for achieving the College's objectives may require two systems/vendors. As such, this RFP divides the scope of requested solutions as indicated below:

A. Help Desk System B. Inventory System

Mohave Community College will accept and consider proposals for one or both systems. Section 2 of this document summarizes the College's desired specifications and Attachments A and B provide additional detail. Vendor proposals must meet all of Mohave Community College's requirements as described in this RFP.

The College will evaluate vendor proposals for each desired system independently. For example, a Vendor that submits a proposal for both systems will receive two separate

evaluation scores and may only earn the highest score for one of the two. Mohave Community College reserves the right to select a single vendor for both systems or a separate vendor for

each system depending on what best serves the College’s interest (i.e., provides significant financial and/or operational benefits). Section 3 describes the evaluation criteria and process in further detail

1.4 Request Timeline and Important Dates

The anticipated timeline for this RFP is as follows:

Issue Date	Thursday, October 14, 2021
Pre-proposal Conference – ZOOM	Friday, Oct. 22, 2021 9:00 am (AZ Time)
Questions DUE:	Tuesday, Oct. 26, 2021 4:00 PM (AZ Time)
Addenda (Q & A) Posted	Thursday, Oct. 28, 2021 5:00 PM (AZ Time)
Proposal Response DUE	Friday, November 12, 2021 4:00 PM (AZ Time)
Finalist Demonstrations	Nov. 29 – Dec. 3, 2021
Vendor Selection and Contract Award (tentative)	Dec., 13, 2021

Vendors must submit any written questions concerning this Request for Proposals to Christine Van Vleet via email at cvanvleet@mohave.edu no later than 5:00 pm (AZ Time) on October 22, 2021. To register for ZOOM Pre-Bid Conference, contact Christine Van Vleet via email at cvanvleet@mohave.edu no later than 4:00pm (AZ Time) on Oct. 19, 2021.

2.0 SCOPE OF PROCUREMENT

Mohave Community College seeks to gather information and procure help desk and inventory systems. This section describes the College’s requirements.

2.1 Current Environment

Mohave Community College presently uses Topdesk help desk software. Although the Topdesk system tracks incidents and supports daily operations well, it lacks desired service level and

problem management capabilities. It also does not support reporting on trends and performance targets without significant customization and/or scripting.

Technology staff currently tracks equipment (e.g., desktop computers, network switches, student Surface Pros and iPads, wireless access points) using various spreadsheets in Microsoft Excel or Manual entry using a custom web application. This approach hinders department efficiency and creates significant risk of loss when transferring, replacing or retiring assets.

2.2 Length of Contract, Delivery or Project Completion Timeline

Mohave Community College desires to execute one or more three (3) to five (5) year software agreements. The College plans to implement a help desk system on or before February 1, 2022 and an inventory system by July 1, 2022.

2.3 Procurement Objectives

Mohave Community College's Strategic Plan directs the IT Department to expand the College's infrastructure in a sustainable manner and support innovation in business and learning functions.

Implementation of modern help desk and/or inventory systems will improve operational efficiency, reduce costs and increase resources available for technological innovation. Some specific objectives include:

- Greater visibility, performance management and accountability through easy access to reliable real-time support and asset information
- Improved inventory management – including tracking, reporting, and analytics
- Increased efficiency by eliminating redundant and/or manual data entry, and leveraging automated business process workflows
- Greater access to critical business data through dashboards and customizable reports
- Enhanced security through improved audit trails

This following section summarizes Mohave Community College's desired help desk and inventory systems. Vendors may propose a solution based on this information along with the details provided in Attachments A and B.

2.4 Project Outlines

This section outlines Mohave Community College's desired help desk and inventory systems. Proposed solutions should support one or both of these scopes of work. The College seeks solutions configurable to accommodate best practice business rules and workflows in both areas and that require minimal customization to meet the functional requirements described in Attachments A and B (Functional and Technical Requirements Forms). Vendors should reference those attachments to determine the functional scope of this effort.

2.4.1 Help Desk System

The College seeks a help desk system that:

- Creates tickets through multiple channels (e.g., user portal, email, mobile app)
- Support multiple helpdesk "boards" for various departments for organization.
- Prioritizes ticket prioritization based on SLA expectations
- Automatically assigns tickets using hierarchy of rules for routing actions (e.g., location, problem type, keyword)
- Supports assigning tickets to "service groups", allowing multiple staff to work on an issue simultaneously
- Provides templates and automated ticket routing for user-defined problem types
- Sends real time notifications for work order status changes or updates
- Maintains historical record of notes and changes on a ticket (e.g., audit trail).
- Offers user friendly upload options (e.g., email, drag and drop) for attachments (e.g., PDF, .jpg, .doc)
- Includes a knowledge base for self-service with features such as searchable FAQ articles and keyword identification
- Integrates with inventory/asset management systems

2.4.2 Inventory System

The College seeks an inventory system that:

- Stores comprehensive information about each inventory item (e.g., status, location, funding source, description, type)
- Offers multiple methods for adding new inventory to the system (e.g., spreadsheet import, agent based enrollment, individual scanning)
- Tracks accessories and stock of untagged items

- Streamlines and/or basic inventory processes, such as transfers and status changes (e.g., disposal, auction, recycling or surplus)
- Groups items for bulk adds, moves and deletes
- Supports asset entry and auditing by barcode/Qr Code and/or RFID scanning
- Maintains historical record of notes and changes to an asset (e.g., purchase history, repair logs, device specification, location, status)
- Provides custom filtering and reporting to inform purchasing decisions
- Integrates with help desk, student information and/or financial management systems

2.4.3 Quantity

Vendors should follow these estimated counts and volumes for pricing purposes.

Estimated Quantities	
Items/Users	Quantity
System Users	150
Help Desk Work Orders/Tickets	36,302
Inventory Items	6,000
Annual Inventory/Asset Disposals	1,441
Inventory Stock Items	1,000

2.4.4 Technical Specifications

Vendors may propose a cloud-based or an on-premise system. For a cloud-based system, vendors must provide a comprehensive description of the external communications requirements (e.g., whitelisting public IP addresses, user account creation/authentication, and minimum end user device requirements).

For an on-premise system, vendors must provide a comprehensive description of the minimum required and ideal technical specifications. Mohave Community College does not require vendors to include any hardware as part of a proposed on-premise solution. The College currently has sufficient server storage, memory and processing power available to host the system(s) locally if preferable.

For both options, vendors should submit the required information as part of Part 4 – Vendor Response Forms. Vendors may also propose both an on-premise and cloud-based solution. In this case, vendors submit two separate versions of Part 5 –

Detailed Pricing Forms, one for the on-premise solution and one for the cloud-based solution.

In addition, proposed software solutions should align with the following standards.

Computing Standards

Component	Standard
Desktop Operating System	Windows 10 (v1909) or newer
Internet Browser	Google Chrome or Mozilla Firefox
Authentication	SAML 2.0 (preferred) or Azure/Active Directory
Application Server Software	Microsoft Windows Server 2016 or newer
Database Server Software	Microsoft SQL Server 2014 (v12.0) or newer
Web Servers	Microsoft IIS 10.0 (v1809)
Virtualization Software	VMWare vSphere/ESX/ESXi
Backup Platform	Veeam

2.4.5 Disaster Recovery and Business Continuity

For on premise systems, vendors must provide detailed technical requirements and recommendations for business continuity, including backup/recovery workflows and processes. For cloud-based systems, vendors must describe their service level agreements, uptime commitments and associated metrics. Vendors shall include this information in Part 4 – Vendor Response Forms.

2.4.6 System Implementation

Vendor staff shall provide guidance and work closely with the College to complete system configuration, interfaces, data conversion, testing and training, as well as facilitate effective knowledge transfer. Mohave Community College expects selected vendor(s) to provide a detailed project work plan and schedule, including key deliverables and milestones, prior to contract signing. The proposed plan should meet the College’s needs as described within the RFP documents. Vendors will also submit this information within Part 4 – Vendor Response Forms.

2.5 Service Approach

Mohave Community College expects industry standard software maintenance and support. Vendors must submit a proposed Service Level Agreement (SLA) as part of their response. The SLA should include a description of ongoing support services provided, and as applicable,

how those services are measured. For example, the SLA should describe how the vendor ensures 99.99% availability (uptime) for a cloud-based system.

Additionally, the SLA should describe trouble-reporting procedures and provisions offered in the event of chronic trouble. Vendors shall maintain commitments and specifications described in the SLA, through the term of the agreement, and the selected vendor(s) shall remediate any deficiencies at no cost to the College. If other maintenance and support options are available, vendors should provide that information for comparison purposes.

The College retains the right to select all, none, or any selected portion of the proposed systems and services.

3.0 EVALUATION CRITERIA AND VENDOR SELECTION

3.1 Evaluation Criteria and Process

The College’s Evaluation team will identify a preferred vendor based the following evaluation criteria.

Criteria

Phase	Weight	Criterion
1: Administrative Screening	Pass/Fail	Minimum Requirements
2: Proposal Evaluation	45	Cost
	40	Functionality
	10	Vendor Qualifications and Support
	5	Technical Architecture
	100	Total Points
3: Preferred Vendor Selection	50	Software Demonstration
	40	Cost
	10	Strategic Fit
	100	Total Points

As described in Section 1.3 of this RFP, Mohave Community College will evaluate each scope of work separately. Thus, the College's Evaluation team will assign vendors a total score, and component criterion scores, for each system proposed.

3.2 Phase 1: Administrative Screening

During the initial phase, Mohave Community College's Evaluation team will review proposals for completeness, adherence to the required response format as described in Section 4.0 of this RFP, and compliance with minimum requirements as listed in Form 2: Minimum Requirements of the Vendor Response Forms (Part 4). Only proposals that pass this administrative screening will advance to Phase 2 of the evaluation process.

3.3 Phase 2: Response Evaluation

The College will evaluate all responsive proposals using the criteria described below.

3.3.1 Cost (45 Points)

Mohave Community College seeks the best value solution. The College will evaluate proposals based on the total project cost. Mohave Community College will use information provided by vendors in Detailed Pricing Forms (Part 5) to assign a Cost score. See the example below.

EXAMPLE

Vendor A: \$840,000

Vendor B: \$720,000

The vendor with the lowest total cost will receive the total number of points allotted for Cost. Vendors with a higher total cost will receive a proportional percentage of the total possible points for Cost, based on their deviation from the lowest total cost. See the example continued below.

EXAMPLE

Vendor A:

$\$720,000$ (lowest total cost) X 45 (total possible points) = **38.5 points** $\$840,000$ (Vendor A's total cost)

Vendor B:

~~—————~~ $\$720,000$ (lowest total cost) X 45 (total possible points) = **45 points** $\$720,000$ (Vendor B's total cost)

3.3.2 Functionality (40 Points)

The College seeks highly functional, flexible help desk and/or inventory systems. Vendor responses should describe why their proposed system(s) represents a best-fit solution for Mohave Community College. The College also desires a solution which

requires minimal training and configuration to effectively manage. The College's Evaluation team will use information provided Attachments A and/or B (Functional and Technical Requirements Forms), Form 7: System Features of the Vendor Response Forms (Part 4) as well as additional documentation to assign scores for this criterion.

3.3.3 Vendor Qualifications and Support (10 Points)

The College seeks relationships with vendors that are viable, stable, and committed to long-term support of the proposed help desk and/or inventory system(s). Mohave Community College's selection team will evaluate the vendor's revenue and operating history, changes in ownership, level of resources allocated to network equipment service and support, client base, terminations for default, current or recent experience with similar organizations and standard terms and conditions.

The College will also base a portion of this evaluation category's score on implementation, training, service approach and vendor references. Mohave Community College's Evaluation team will consider the similarity of reference clients' demographics, size, scope of services and support history as well as overall client satisfaction. The College may conduct in-depth phone interviews to gather additional information. Mohave Community College prefers references from similarly situated clients (e.g., Multi-campus, Higher Ed/Community College organizations).

Mohave Community College will use information provided in Forms 3-6 of the Vendor Response Forms (Part 4), as well as completed Reference Forms (Part 6), to assign scores for this criterion.

3.3.4 Technical Architecture (5 Points)

Although Mohave Community College does not have a preference between an on premise or cloud-based solution, the College prefers characteristics that streamline system management and support. Proposed solutions which offer these qualities will score higher in this category. Mohave Community College's Evaluation team will use information provided in Form 8 of Part 4 Vendor Response Forms to assign scores for this criterion.

The College expects to select finalist vendors with the highest evaluation scores based on the criteria above. Only these shortlisted vendors will continue to Phase 3. Scores from Phase 2 WILL NOT be carried forward to Phase 3.

3.4 Phase 3: Preferred Vendor Selection

During this final phase, the selection team will evaluate finalist vendors based on the criteria identified earlier in this section and described below. Mohave Community College reserves the right to request additional information from vendors prior to final selection, and to consider information about the vendor other than submitted in the proposal.

3.4.1 Software Demonstration (50 Points)

Vendors will demonstrate the requested functionality of their systems during an onsite or online demonstration with Mohave Community College. The College's Evaluation Committee will consider functionality, ease of use, flexibility to meet Mohave Community College's needs with minimum customization or tailoring and capability to adapt in the future.

3.4.2 Cost (40 Points)

Mohave Community College will evaluate total cost of ownership in Phase 3. If deemed in the best interest of the College, Mohave Community College may use a value pricing model to calculate cost scores. This consists of dividing the normalized three-year total cost of ownership by the number of points earned in the other Phase 3 evaluation criteria (strategic fit and software demonstration) to arrive at a cost-per-point value.

3.4.3 Strategic Fit (10 Points)

The College's Evaluation team will score proposed solutions based on overall best fit with the College's operational goals, internal procedures and practices, and SLAs. The team will consider solution simplicity, as well as alignment with desired contract terms and conditions and any additional findings from Mohave Community College's due diligence process. The College's due diligence may include client references, and independent vendor evaluations and rankings from industry references.

3.5 Competitive Negotiation

Mohave Community College reserves the right to request clarification, conduct discussions with vendors, to request revisions and/or waive minor informalities. The College also retains the right to negotiate the final contract terms and conditions with one or more of the most responsive vendors as solely determined by the College. Additionally, the College may discard all vendor responses if none meet the stated minimum requirements or if none are deemed in the best interests of the College.

3.6 Best and Final Offer

The College may issue a written request for Best and Final Offers (BAFO). The request shall

set forth the date, time, and place for the submission of the BAFO. In this case, if vendors do not submit a notice of withdrawal or a BAFO, Mohave Community College will construe their immediate previous offer as the Best and Final Offer. The BAFO process may include an interview and/or a presentation to the College's evaluation team.

3.7 Award of Contract

The College will purchase systems from the vendor(s) whose proposal is deemed most advantageous in accordance with the evaluation criteria contained in this RFP.

4.0 PROPOSAL FORMAT AND CONTENT

4.1 General Directions

This RFP contains all the information and forms necessary to complete and submit a formal proposal. All responses and accompanying documentation submitted will become the property of Mohave Community College at the time responses are opened.

4.2 Required Response Format

Vendors must submit one electronic copy of the proposal by the due date indicated on the cover page of this RFP. To assist in the evaluation process, all responses must follow the format outlined below. Proposals in any other format may be considered non-responsive and rejected.

4.2.1 Response Cover Page

This form must be completed and signed by a person authorized to make a binding offer for the vendor. Proposals that fail to include a signed (electronic) Proposal Cover Page may be deemed non-responsive and may be rejected from further evaluation.

4.2.2 Vendor Response Forms

Vendors must complete the vendor response forms in their entirety and submit them in their native electronic format (Microsoft Word). Instructions for completing these forms are included within the document.

4.2.3 Detailed Pricing Forms

Vendors must complete the detailed pricing proposal forms in their entirety and submit them in their native electronic format (Microsoft Excel). Instructions for completing these forms are included within the document.

4.2.4 Functional and Technical Requirements Form(s)

Vendors must complete the Functional and Technical Requirements Form(s) (Attachments A and/or B) in their entirety and submit them in their native electronic format (Microsoft Excel). Instructions for completing these forms are included within the document.

4.2.5 Reference Form

Vendors must complete and submit reference form in its native electronic format (Microsoft Word). Vendors must provide references from at least three (3) organizations for which they have provided similar services.

4.2.6 Product Invoice/Order Form

Vendors must submit a completed sample product invoice/order form.

4.2.7 Proposed Service Level Agreement

Vendors must provide their proposed implementation services and/or support agreement. However, vendors do not need to submit a separate document if their product invoice/order form contains a complete list of relevant terms and conditions.

4.2.8 Additional Documentation

Vendors must separately provide additional documentation as indicated in the Vendor Response Forms, such as software user manuals/documentation, sample system reports and project status reports.

ATTACHMENT A
HELPDESK SYSTEM FUNCTIONAL AND TECHNICAL REQUIREMENTS

Complete this attachment to indicate your ability to meet MCC’s functional and technical requirements for an Inventory System. Place an “X” in the column that best describes your proposed solution’s ability to meet each listed requirement. Use the following definitions to guide your evaluation:

- **Meets.** Requirement met with existing system functionality. (**Configurable features acceptable.**)
- **Customization.** Requirement met with system modification. (**Describe modifications in the comments column. Include associated costs in Appendix C – Cost Proposal.**)
- **Alternative Solution.** Requirement met through integration with a third-party system. (**Describe solution in the comments column. Include associated costs in Appendix C – Cost Proposal.**)
- **Does not meet.** Requirement not met by the proposed solution.

Vendors must provide a response for each requirement in all categories below. Click on the following links to navigate to each requirements section.

Mohave Community College has assigned a priority to each listed requirement:

1	Essential	Essential to maintain daily business operations.
2	Inessential	Not essential to daily business operations.

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Request for Proposals for Help Desk and Inventory Systems

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
1. Help Desk Management							
1.1	Help Desk Records						
1.1.1	Maintains work order records with the following information:						
1.1.1.1	Unique Identifier	1					
1.1.1.2	Location						
1.1.1.2.1	Single	1					
1.1.1.2.2	Multiple	1					
1.1.1.3	Assigned staff member	1					
1.1.1.4	History of assigned staff members (i.e., audit trail)	1					
1.1.1.5	Linked knowledgebase articles	1					
1.1.1.6	Time spent on work order						
1.1.1.6.1	Weeks	2					
1.1.1.6.2	Days	1					
1.1.1.6.3	Hours	1					
1.1.1.6.4	Minutes	1					
1.1.1.7	Cost Center (bill to)	2					
1.1.1.8	Type (i.e., incident, service request)	1					
1.1.1.9	Priority Level	1					
1.1.1.10	Category	1					
1.1.1.11	Subcategory	1					
1.1.1.12	Associated Problem Type	1					
1.1.1.13	Escalation						

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1.1.1.13.1	Date	1					
1.1.1.13.2	Time	1					
1.1.1.14	Resolution						
1.1.1.14.1	Date	1					
1.1.1.14.2	Time	1					
1.1.1.15	Warranty claim numbers	1					
1.1.1.16	Paste screenshots within the work order record	1					
1.1.2	Supports creation and use of custom fields	1					

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
1.2	Help Desk Workflow						
1.2.1	Automatically:						
1.2.1.1	Assigns location(s)	1					
1.2.1.2	Notifies users via email of:						
1.2.1.2.1	Adds	1					
1.2.1.2.2	Changes	1					
1.2.1.2.3	Deletes	1					
1.2.1.2.4	Status	1					
1.2.1.3	Notifies supervisors of past due work orders	1					
1.2.1.4	Reroutes work orders:						
1.2.1.4.1	When assigned staff members are out of office	1					
1.2.1.4.2	If no action occurs within a specified period of time	1					
1.2.2	Supports merging of work orders	1					
1.2.3	Allows splitting of a work order	1					

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1.2.4	Allows technical support staff to create work orders	1					
1.2.5	Automatically creates work orders from emails/phone/agent/web portal	1					
1.2.6	Updates work orders from email responses	1					
1.2.7	Supports future scheduling of change requests	1					
1.2.8	Supports creation of workflows with:						
1.2.8.1	Dynamic if/then decision trees	1					
1.2.8.2	Multiple routes for multiple employee groups	1					
1.2.8.3	Delegation of authority	1					
1.2.8.4	Users assigned to dual or multiple roles for the same process	1					
1.2.9	Allows time limits to be set on work items:						
1.2.9.1	Globally	1					
1.2.9.2	By workflow process	1					
1.2.9.3	By access role	1					
1.2.9.4	By individual user	1					
1.2.10	Allows supervisor or system administrator to reassign workflow items	1					
1.2.11	Provides built-in Key Performance Indicators for performance tracking	1					
1.2.12	Supports customized Key Performance Indicators for performance tracking	1					
1.2.13	Supports distinct performance targets/measures for escalated work orders	1					
1.2.14	Supports problem management	1					
1.2.15	Allows macros	2					
1.2.16	Supports instant messaging within the application	1					

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1.2.17	Records and logs instant messaging within the application	2					
1.2.18	Aligns with ITIL and/or HDI standards	1					
2. Reporting							
2.1	Produces and exports reports in the following formats:						
2.1.1	Comma-Separated Values (CSV)	1					
2.1.2	Microsoft Excel	1					
2.1.3	Microsoft Word	1					
2.1.4	Adobe Acrobat (PDF)	1					
2.1.5	XML	1					
2.2	Includes the following built-in work order reports:						
2.2.1	Open/close time	1					
2.2.2	Open ticket duration	1					
2.2.3	First response time	1					
2.2.4	Time to resolution	1					
2.2.5	Active times excluding nights, weekends and holidays	1					
2.2.6	Escalations	1					
2.3	Supports ad-hoc querying	1					
2.4	Creates ad-hoc (e.g., user-defined) work order reports including:						
2.4.1	Status and date/time of workflow tasks and events	1					
2.4.2	Additions/changes during certain time periods	1					
2.4.3	User access	1					

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2.4.4	Usage logs	1					
2.4.5	Failed login attempts	1					
2.4.6	Screens viewed	2					
2.4.7	SLAs	1					
2.5	Schedules reports to run at user-specified intervals	1					
2.6	Ability to exclude PTO (Sick Leave, Vacation, Personal Days, etc.) from reports	1					
2.7	Supports customizable time periods for reporting purposes (e.g., weekly, monthly, fiscal year)	1					
2.8	Archives audit logs for later use	1					
2.9	Utilizes graphical user interface for building reports	1					
3. Technical Requirements							
3.1	Application Architecture						
3.1.1	Supports separate views for end users and technical staff	1					
3.1.2	Provides wild card search capability	1					
3.1.3	Utilizes a non-proprietary database platform (e.g., SQL, Oracle)	1					
3.1.4	Utilizes Microsoft SQL Server 2016 (or newer)	1					
3.1.5	Supports remote (i.e., Internet-based) users	1					
3.1.6	Uses TCP/IP as the network protocol	1					
3.1.7	Supports incremental, differential, and full backups and restore of the database, core software, configuration options, user preferences and rights, etc.	1					
3.1.8	Allows data backup while the system remains online	1					
3.1.9	Allows users to log in from any workstation/device	1					
3.1.10	Supports real-time online update as the primary data processing mode	1					

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3.1.11	Accommodates multiple business roles for a user	1					
3.1.12	Filters data displayed to users based on access rights and permissions	1					

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
3.1.13	Lists all users currently logged into the system	1					
3.2	Interfaces						
3.2.1	Compatible with multiple operating systems						
3.2.1.1	Windows 10 (v1909 or newer)	1					
3.2.1.2	Mac OS X (10.14 or newer)	1					
3.2.1.3	Chrome OS (v80 or newer)	1					
3.2.1.4	iOS app (compatible with v13.4 or newer)	1					
3.2.1.5	Android app (compatible with v9.0 or newer)	1					
3.2.2	Integrates with enterprise mail messaging systems for workflow tasking, scheduling, and collaboration:						
3.2.2.1	Google	2					
3.2.2.2	Microsoft Exchange	1					
3.3	Security						
3.3.1	Supports user authentication protocols:						
3.3.1.1	LDAP	1					
3.3.1.2	Microsoft Azure	1					
3.3.2	Allows specific permissions for individual users:						
3.3.2.1	System level	1					
3.3.2.2	Business (organizational) level	1					
3.3.2.3	Function level	1					
3.3.2.4	Module level (if modular architecture)	1					

Request for Proposals for Help Desk and Inventory Systems

3.3.2.5	Report level	1					
3.3.2.6	Screen level	1					
3.3.2.7	Field level	1					
3.3.3	Supports specific permissions based on user group role or profile:						
3.3.3.1	System level	1					
3.3.3.2	Business (organizational) level	1					
3.3.3.3	Function level	1					
3.3.3.4	Module level (if modular architecture)	1					
3.3.3.5	Report level	1					
3.3.3.6	Screen level	1					

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
3.3.3.7	Field level	1					
3.3.4	Allows security administrators to modify application security through an intuitive graphical user interface	1					
3.3.5	Allows security administrator(s) to add, modify, and delete passwords online in real time	1					
3.3.6	Provides an audit trail by marking all transactions with an employee identifier, date entered, and time entered	1					
3.3.7	Provides comprehensive audit capabilities, with options established by the system administrator	1					
3.3.8	Allows security administrators to:						
3.3.8.1	Globally lock users out of the system	1					
3.3.8.2	Lock users out of the system by role	1					
3.3.8.3	Lock users out of the system by time of day or time range	1					

Request for Proposals for Help Desk and Inventory Systems

3.3.8.4	Lock users out individually	1					
3.3.9	Support secure communications and/or data encryption for online transactions utilizing:						
3.3.9.1	TLS	2					
3.3.9.2	SSL	1					
3.3.9.3	HTTPS	1					
3.4	System Administration and Configuration						
3.4.1	Allows security administrators to complete the following tasks at any time:						
3.4.1.1	Modify, add or delete users	1					
3.4.1.2	Add roles or groups	1					
3.4.1.3	Assign users to one or many roles	1					
3.4.1.4	Change field labels	2					
3.4.2	Automatically logs out an inactive user after an administrator-specified period of time	1					
3.4.3	Supports field comments throughout the application	1					
3.4.4	Displays comments online and in reports	1					

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
3.4.5	Provides built-in rules-driven controls and prompts to facilitate standard data entry and process integrity	1					
3.4.6	Supports drop down menus/pick lists for a variety of fields throughout system	1					
3.4.7	Supports Windows OLE, including:						
3.4.7.1	Attachment of standard object types	1					
3.4.7.2	Cut and paste capability from all data screens	1					

Request for Proposals for Help Desk and Inventory Systems

3.4.7.3	Cut and paste capability to all data fields	1					
3.4.8	Supports user-defined:						
3.4.8.1	Fields	2					
3.4.8.2	Screens	2					
3.4.8.3	Reports	2					
3.4.8.4	Tables	2					
3.4.8.5	Views	1					
3.4.9	Supports "drill down" capabilities to obtain detailed information about specific records, down to the detail transaction level	2					
3.4.10	Provides links to source documents	2					
3.4.11	Fully automates software updates, fixes and service pack processing once it is installed and live	1					
3.5	System Documentation						
3.5.1	Provides online system software documentation (e.g., operating system manuals, system utility guides, device description and operation guides)	1					
3.5.2	Provides online system management documentation (e.g., procedures for job flows and job descriptions, system security, backup and recovery, system monitoring, database management)	1					
3.5.3	Provides online user documentation (e.g., procedures manuals, command reference manuals, system message guides, online help)	1					
	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
3.5.4	Provides end user and technical knowledgebase	1					

Request for Proposals for Help Desk and Inventory Systems

3.5.5	Offers keyword search of online help/documentation	1					
3.5.6	Indexes online help/documentation to streamline search	1					
3.5.7	Provides context sensitive online help/documentation	1					
3.5.8	Allows users with appropriate security to modify online help/documentation	2					
3.5.9	Provides online help at the system, function, screen, and field level	1					

ATTACHMENT B
INVENTORY SYSTEM FUNCTIONAL AND TECHNICAL REQUIREMENTS

Complete this attachment to indicate your ability to meet MCC’s functional and technical requirements for an Inventory System. Place an “X” in the column that best describes your proposed solution’s ability to meet each listed requirement. Use the following definitions to guide your evaluation:

- **Meets.** Requirement met with existing system functionality. (**Configurable features acceptable.**)
- **Customization.** Requirement met with system modification. (**Describe modifications in the comments column. Include associated costs in Appendix C – Cost Proposal.**)
- **Alternative Solution.** Requirement met through integration with a third-party system. (**Describe solution in the comments column. Include associated costs in Appendix C – Cost Proposal.**)
- **Does not meet.** Requirement not met by the proposed solution.

Vendors must provide a response for each requirement in all categories below. Click on the following links to navigate to each requirements section.

Mohave Community College has assigned a priority to each listed requirement:

1	Essential	Essential to maintain daily business operations.
2	Inessential	Not essential to daily business operations.

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Inventory Records **2**

Inventory Tracking 4

Reporting 6

Technical Requirements 7

Application Architecture 7

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Request for Proposals for Help Desk and Inventory Systems

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
1. Inventory Management							
1.1	Inventory Records						
1.1.1	Maintains an inventory of items with the following information						
1.1.1.1	Make	1					
1.1.1.2	Model	1					
1.1.1.3	Serial Number	1					
1.1.1.4	MAC Address (if applicable)	1					
1.1.1.5	Purchase Date	1					
1.1.1.6	Purchase Cost	1					
1.1.1.7	Vendor Purchased from	1					
1.1.1.8	Funding Source	1					
1.1.1.9	Location						
1.1.1.9.1	Location asset resides	1					
1.1.1.9.2	Sub-location (Room) (Tiers)	1					
1.1.1.10	Assigned To	1					
1.1.1.11	Asset Tag Information	1					
1.1.1.12	Repair Information:						

Request for Proposals for Help Desk and Inventory Systems

1.1.1.12.1	Maintains (i.e. add, change, and delete) information on replacement parts of an asset with an audit trail.	1					
1.1.1.12.2	Contains a separate field for replacement part number within each item record.	1					
1.1.1.12.3	Provides ability to transfer component parts from one asset to another.	1					
1.1.1.13	Disposition Date	1					
1.1.2	Able to Display Inventory by various factors						
1.1.2.1	Date Purchased	1					
1.1.2.2	Model	1					
1.1.2.3	Serial Number	1					
1.1.2.4	Asset Tag	1					
1.1.2.5	Vendor Purchased From	1					

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
1.1.3	Contains or references a notes field for each item record, which is not part of an item's description	1					
1.1.4	Tracks missing equipment and the location it is missing from	1					
1.1.5	Tracks recovered equipment and where it is recovered from	1					
1.1.6	Provides the ability to record and edit warranty information per device.						
1.1.6.1	Vendor Name	1					

Request for Proposals for Help Desk and Inventory Systems

1.1.6.2	Description	1					
1.1.6.3	Effective Date	1					
1.1.6.4	Expiration Date	1					
1.1.6.5	Manufacture Number	1					
1.1.6.6	Serial Number	1					
1.1.6.7	Model Number	1					
1.1.6.8	Maintenance Information	1					
1.1.6.9	Purchase Cost	1					
1.1.7	Stores Software Licensing Information	1					
1.1.8	Able to track inactive assets	1					
1.1.9	Provides the ability to add asset categories and sub-categories as needs arise.	1					
1.1.10	Prevents duplicate inventory ID numbers	1					
1.1.11	Supports multiple location fields for greater granularity (e.g., warehouse, room, aisle)	1					
1.2	Inventory Tracking						
1.2.1	Supports tracking of inventory and fixed assets using bar-coding & QR Code	1					
1.2.2	Increments or decrements on-hand quantities immediately based on any transaction affecting on-hand quantities.	1					
1.2.3	Able to pre-assign individual stock items to a work order and adjust inventory accordingly	1					
1.2.4	Supports single receipt and addition of equipment into inventory	1					

Request for Proposals for Help Desk and Inventory Systems

1.2.5	Supports mass receipt and addition of equipment into inventory	1					
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	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
1.2.6	Supports single equipment retirement/disposal	1					
1.2.7	Records sale value of retired equipment disposal	1					
1.2.8	Supports mass equipment retirement/disposal	1					
1.2.9	Records sale value of mass equipment disposal	1					
1.2.10	Allows user defined fields	1					
1.2.11	Able to input inventory from A/P(invoices)	2					
1.2.12	Provides the ability to create “skeleton” asset records containing the asset information recorded on the purchase order and invoice when the asset is recorded as received	2					
1.2.13	Reconciles physical inventory with fixed assets and produces an exception report.	1					
1.2.14	Ability to attach jpegs, documents, and spreadsheets to each device.	1					
1.2.15	Supports web-based inventory search capability including:						
1.2.16	Location number	1					
1.2.17	Equipment ID number	1					
1.2.18	Equipment manufacturer	1					
1.2.19	Order number	1					

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1.2.20	Serial number	1					
1.2.21	Model	1					
2. Reporting							
2.1	Produces and exports reports in the following formats:						
2.1.1	Comma-Separated Values (CSV)	1					
2.1.2	Microsoft Excel	1					
2.1.3	Microsoft Word	1					
2.1.4	Adobe Acrobat (PDF)	1					
2.1.5	XML	1					
2.2	Includes various standard inventory reports	1					
2.3	Supports ad-hoc querying	1					
2.4	Creates ad-hoc (e.g., user-defined) inventory reports using available data fields.	1					

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
2.5	Schedules reports to run at user-specified intervals	1					
2.6	Supports customizable time periods for reporting purposes (e.g., weekly, monthly, fiscal year)	1					
2.7	Archives audit logs for later use	1					
2.8	Utilizes graphical user interface for building reports	1					

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2.9	Meets demands of GASB and FASB accounting standards for inventory accounting and reporting	2					
3. Technical Requirements							
3.1	Application Architecture						
3.1.1	Provides wild card search capability	1					
3.1.2	Utilizes a non-proprietary database platform (e.g., SQL, Oracle)	1					
3.1.3	Utilizes Microsoft SQL Server 2016 (or newer)	1					
3.1.4	Supports remote (i.e., Internet-based) users	1					
3.1.5	Uses TCP/IP as the network protocol	1					
3.1.6	Supports agent based inventory enrollment.	1					
3.1.7	Allows data backup while the system remains online	1					
3.1.8	Allows users to log in from any workstation/device	1					
3.1.9	Supports real-time online update as the primary data processing mode	1					
3.1.10	Accommodates multiple business roles for a user	1					
3.1.11	Filters data displayed to users based on access rights and permissions	1					
3.1.12	Lists all users currently logged into the system	1					
3.2	Interfaces						
3.2.1	Compatible with multiple operating systems						

Request for Proposals for Help Desk and Inventory Systems

3.2.1.1	Windows 10 (v1909 or newer)	1					
3.2.1.2	Mac OS X (10.14 or newer)	1					

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
3.2.1.3	Chrome OS (v80 or newer)	1					
3.2.1.4	iOS app (compatible with v13.4 or newer)	1					
3.2.1.5	Android app (compatible with v9.0 or newer)	1					
3.2.2	Integrates with enterprise mail messaging systems for workflow tasking, scheduling, and collaboration:						
3.2.2.1	Google	2					
3.2.2.2	Microsoft Exchange	1					
3.3	Security						
3.3.1	Supports user authentication protocols:						
3.3.1.1	LDAP	1					
3.3.1.2	Microsoft Azure	1					
3.3.2	Allows specific permissions for individual users:						
3.3.2.1	System level	1					
3.3.2.2	Business (organizational) level	1					
3.3.2.3	Function level	1					

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3.3.2.4	Module level (if modular architecture)	1					
3.3.2.5	Report level	1					
3.3.2.6	Screen level	1					
3.3.2.7	Field level	1					
3.3.3	Supports specific permissions based on user group role or profile:						
3.3.3.1	System level	1					
3.3.3.2	Business (organizational) level	1					
3.3.3.3	Function level	1					
3.3.3.4	Module level (if modular architecture)	1					
3.3.3.5	Report level	1					
3.3.3.6	Screen level	1					
3.3.3.7	Field level	1					
3.3.4	Allows security administrators to modify application security through an intuitive graphical user interface	1					
3.3.5	Allows security administrator(s) to add, modify, and delete passwords online in real time	1					

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
3.3.6	Provides an audit trail by marking all transactions with an employee identifier, date entered, and time entered	1					

Request for Proposals for Help Desk and Inventory Systems

3.3.7	Provides comprehensive audit capabilities, with options established by the system administrator	1					
3.3.8	Allows security administrators to:						
3.3.8.1	Globally lock users out of the system	1					
3.3.8.2	Lock users out of the system by role	1					
3.3.8.3	Lock users out of the system by time of day or time range	1					
3.3.8.4	Lock users out individually	1					
3.3.9	Support secure communications and/or data encryption for online transactions utilizing:						
3.3.9.1	TLS	2					
3.3.9.2	SSL	1					
3.3.9.3	HTTPS	1					
3.4	System Administration and Configuration						
3.4.1	Allows security administrators to complete the following tasks at any time:						
3.4.1.1	Modify, add or delete users	1					
3.4.1.2	Add roles or groups	1					
3.4.1.3	Assign users to one or many roles	1					
3.4.1.4	Change field labels	2					
3.4.2	Automatically logs out an inactive user after an administrator-specified period of time	1					
3.4.3	Supports field comments throughout the application	1					
3.4.4	Displays comments online and in reports	1					

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3.4.5	Provides built-in rules-driven controls and prompts to facilitate standard data entry and process integrity	1					
3.4.6	Supports drop down menus/pick lists for a variety of fields throughout system	1					
3.4.7	Supports Windows OLE, including:						
3.4.7.1	Attachment of standard object types	1					

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
3.4.7.2	Cut and paste capability from all data screens	1					
3.4.7.3	Cut and paste capability to all data fields	1					
3.4.8	Supports user-defined:						
3.4.8.1	Fields	2					
3.4.8.2	Screens	2					
3.4.8.3	Reports	2					
3.4.8.4	Tables	2					
3.4.8.5	Views	1					
3.4.9	Supports "drill down" capabilities to obtain detailed information about specific records, down to the detail transaction level	2					
3.4.10	Provides links to source documents	2					

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3.4.11	Fully automates software updates, fixes and service pack processing once it is installed and live	1					
3.5	System Documentation						
3.5.1	Provides online system software documentation (e.g., operating system manuals, system utility guides, device description and operation guides)	1					
3.5.2	Provides online system management documentation (e.g., procedures for job flows and job descriptions, system security, backup and recovery, system monitoring, database management)	1					
3.5.3	Provides online user documentation (e.g., procedures manuals, command reference manuals, system message guides, online help)	1					
3.5.4	Provides end user and technical knowledgebase	1					
3.5.5	Offers keyword search of online help/documentation	1					
3.5.6	Indexes online help/documentation to streamline search	1					
3.5.7	Provides context sensitive online help/documentation	1					

	Requirement	Priority	Meets	Customization – Comment Required	Alternative Solution – Comment Required	Does Not Meet	Comments
3.5.8	Allows users with appropriate security to modify online help/documentation	1					
3.5.9	Provides online help at the system, function, screen, and field level	1					

VENDOR RESPONSE FORMS

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FORM 1: SCOPE OF SERVICE AND RESPONSE CHECKLIST

Indicate which of the following are included in your response (as defined in the RFP documents) by marking an “X” in the appropriate boxes below.

Scope of Products and Services

Help Desk System

Inventory System

YES

NO

Please ensure that all of the following documents are included with your response and mark an “X” in the appropriate boxes below to confirm.

YES

- A. Response Cover Page
- B. Vendor Response Forms
- C. Detailed Pricing Forms
- D. Reference Form
- E. Functional and Technical Requirements Form
- F. Product Invoice/Order Form
- G. Equipment Technical Specifications
- H. Proposed Agreement
- I. Proposed Service Level Agreement
- J. Additional Documentation

Vendor must meet **all** the following minimum requirements to be considered responsive. Indicate which of the following minimum requirements are met by marking an “X” in the appropriate boxes below.

VENDOR QUALIFICATIONS

Minimum Experience Requirement			YES?
Minimum of five years of providing help desk and/or inventory software systems.			
Indicate in the space to the right the first year your company began offering help desk and/or inventory software systems.			First Year
Minimum Client Base Requirement			YES?
Minimum of three clients in the U.S. that have purchased help desk and/or inventory software systems from your company, preferably Community College/Higher-ED districts. Feel free to provide more than three. <i>(List below.)</i>			
Organization Name	City, State	Number of Students	Staff FTEs

PROJECT TIMELINE

Completion Date Requirement	YES?
Help desk software system installed, configured, tested and in production by July 1, 2022.	
Inventory software system installed, configured, tested and in production by October 1, 2022.	

Summarize why your company is uniquely qualified to provide Mohave Community College (MCC) a help desk and/or inventory software system. Describe the unique advantage or benefits your firm offers MCC. **Your response to this form must not exceed one (1) page.**

FORM 4: COMPANY PROFILE

Name of company	
Name of parent company (if applicable)	
Type of business (e.g., C-corp, S-corp, LLP, sole proprietor)	
Number of years under current ownership	
Prior fiscal year gross revenue (in U.S. dollars)	
% of prior fiscal year gross revenue generated by sales of help desk software systems	
% of prior fiscal year gross revenue generated by sales of inventory software systems	
% of prior fiscal year gross revenue generated by help desk software system implementation services	
% of prior fiscal year gross revenue generated by inventory software system implementation services	
% of prior fiscal year gross revenue generated by help desk software system maintenance and support	
% of prior fiscal year gross revenue generated by inventory software system maintenance and support	
% of prior fiscal year gross revenue from Higher Education customers	
Prior fiscal year net income (in U.S. dollars)	
Total FTEs providing help desk software implementation services	
Total FTEs providing inventory software implementation services	
Total FTEs providing help desk software maintenance and support	
Total FTEs providing inventory software maintenance and support	
Total FTEs dedicated exclusively to serving Higher Education customers	

1. Describe any changes in ownership within the last 10 years.

2. Has your firm failed to complete a contract?

Yes No

3. Has your firm been involved in bankruptcy or reorganization?

Yes No

4. Does your firm have pending judgment claims or suits against it?

Yes No

5. If you answered "Yes" to any of the three previous questions, you MUST describe, in detail, the circumstances surrounding each incident.

FORM 5: IMPLEMENTATION AND TRAINING

1. Did you include, as an attachment to the proposal, a comprehensive implementation plan for installing the new help desk and/or inventory system(s), including a preliminary schedule in Gantt chart form?

Yes No

2. Did you include, as an attachment to the proposal, a sample end user training plan and materials?

Yes No

3. Did you include, as an attachment to the proposal, end user manuals/documentation for the proposed help desk and/or inventory system(s)?

Yes No

FORM 6: SERVICE APPROACH

Please provide any forms, screenshots, or any other relevant supporting information as attachments. Your response to this form **must not exceed five (5) pages**, excluding attachments.

1. Complete the following table. If support staff and hours differs between the help desk and inventory solutions, please add rows to the table below accordingly.

Location of maintenance and support staff (if different than support staff):	
Maintenance and support staff availability: (Indicate XX AM – XX PM, Eastern Standard Time and days of the week)	

2. Describe how Mohave Community College will submit service requests and/or work orders.

3. Describe how your company processes and completes service requests and/or work orders.

4. Does your company use a web-based service management system to track support requests and associated outcomes? Will Mohave Community College be granted access to this system? If so, describe this system and the College's level of access.

5. Does Mohave Community College have final authority regarding the acceptability of a service request resolution?

Yes No

6. Describe how your company allocates resources to its client base such that all clients receive the support required for their unique needs.

7. Describe your proposed service level commitments and/or guarantees in the table below. The table includes some examples (*in italics*) for guidance.

Performance Measure (and description as needed)	Guarantee? (Yes/No)	Minimum/target
<i>Call response time (example)</i>	<i>No</i>	<i>1 hour</i>
<i>Service request time to resolution (example)</i>	<i>Yes</i>	<i>4 hours</i>

8. Describe your company’s service level/response goals, and your statistics regarding meeting these metrics for the last 12 months. These may be the same or similar as those listed in #8 above.

9. Describe any other non-quantifiable proposed service level commitments below (e.g., satisfaction guarantee).

10. **Attach a copy of your proposed (e.g., standard) annual license/maintenance and support terms and conditions.** Include your proposed contract termination options and language.¹ Briefly describe any support options you offer.

¹ If this information is included as part of the product & service order form, vendors do not need to submit it twice.
Request for Help Desk and Inventory Systems

SYSTEM FEATURES

FORM 7: SYSTEM FEATURES

Describe the differentiating features of your company’s proposed help desk and/or inventory system (e.g., barcode scanning, location transfers, ticket escalation, and service level tracking). Please provide any forms, screenshots, or any other relevant supporting information as attachments or links. Your response to this form **must not exceed one (1) page for each solution proposed (i.e., two pages if proposing both solutions)**, excluding attachments.

TECHNICAL ARCHITECTURE

FORM 8: TECHNICAL ARCHITECTURE

Describe the physical (e.g., servers, load balancers) and/or logical (e.g., cloud) characteristics of your proposed help desk and/or inventory solution and how this technology/architecture will provide Mohave Community College with a high performing, highly reliable solution.

If cloud-based, describe the associated disaster recovery and business continuity features. If on premise, describe recommended backup options. Please provide any data sheets, forms, screenshots, or any other relevant supporting information as attachments or links. Your response to this form **must not exceed one (1) page for each solution proposed** (i.e., two pages if proposing both solutions), excluding attachments.

**Part 5
DETAILED PRICING FORMS**

Mohave Community College utilizes a forms-based approach for this Request for Proposals (RFP) to standardize responses and facilitate a fair and complete proposal evaluation. Vendors must complete all three worksheets in this workbook **and attach a sample service invoice/order form.**

The College will use this information to evaluate costs as described in Section 3 of the RFP. Vendors should reference Section 2 of Part 1 (Enclosures and Exhibits) as well as Attachment A for technical information and only provide pricing for their proposed services.

All prices are to be in U.S. dollars and include all applicable taxes, freight, and other associated fees. Vendor cost proposals must include ALL equipment and services required to implement a complete solution for Mohave Community College as described in the RFP.

Please provide the following contact information:

Proposer Name:		Contact Name:	
Mailing Address:		Title:	
		Phone Number:	
		E-Mail Address:	

October 2021

ONE-TIME INSTALLATION COSTS

In Tables A & B below, list the unit price for all software purchase/license costs required to implement a complete Help Desk and/or Inventory System as described in your proposal. These costs will be used for proposal scoring/evaluation as well as a basis for any subsequent contracts. Reference Section 2 of Part 1 (Enclosures and Exhibits) as well as Attachment A for technical requirements, specifications and a description of the proposal scoring/evaluation process.

In Tables C & D below, list vendor hours required to install, configure and test the proposed Help Desk and/or Inventory System (if proposing implementation services), the blended hourly rate (i.e., total vendor cost divided by total vendor hours), and total cost. These costs will be used for proposal scoring/evaluation as well as a basis for any subsequent agreements.

Table A. Help Desk System Software Costs

Vendor/Manufacturer	License Type	Quantity	Unit Price	Cost
				\$ -
				\$ -
				\$ -
				\$ -
Software Subtotal				\$ -

RECURRING COSTS

In the table below, indicate the **annual** recurring costs for the proposed Help Desk and/or Inventory System by term of agreement. Values entered on this worksheet should reflect the District's desire for a flat annual rate. These costs will be used for proposal scoring/evaluation as well as a basis for any subsequent agreements.

Leave cells blank for contract terms not proposed. For example, vendors not offering 5-year agreements should leave all the cells in Column E blank. Mohave Community College requires vendors to provide pricing for 3-Year Agreement. These cells are shaded gray. Note any applicable warranty or maintenance costs in additional rows.

Reference Section 2 of Part 1 (Enclosures and Exhibits) as well as Attachment A for technical requirements and specifications. Mohave Community College expects annual pricing to remain constant over the entire period. Please include comments in the box below explaining any pricing variations, discounts, and standard terms and/or

Table E. Help Desk System Annual Costs

License Type	3-Year Agreement	4-Year Agreement	5-Year Agreement
	Annual Price	Annual Price	Annual Price
Software Subscription/License			
Subtotal	\$ -	\$ -	\$ -

Table F. Inventory System Annual Costs

License Type	3-Year Agreement	4-Year Agreement	5-Year Agreement
	Annual Price	Annual Price	Annual Price
Software Subscription/License			
Subtotal	\$ -	\$ -	\$ -

Comments:

TOTALS

In the tables below, please validate the total one-time and recurring costs in your response.

Table G. Total One-Time Costs

	Cost
Tables A & B. Software Costs	\$ -
Tables C & D. Implementation Costs	\$ -
<i>Subtotal</i>	\$ -

Table H. Recurring Costs

	Total Recurring Cost
Tables E & F. Recurring Costs	
3-Year Agreement	\$ -
4-Year Agreement	\$ -
5-Year Agreement	\$ -

Table I. Total Costs

	Total Cost
3-Year Agreement	\$ -
4-Year Agreement	\$ -
5-Year Agreement	\$ -

Comments:



Request for Proposals (RFP) for Helpdesk & Inventory System

REFERENCE FORM

VENDOR REFERENCES: Three (3) required.

The College strongly encourages similarly situated Community College/Higher ED references. Mohave Community College prefers, but does not require, that at least one (1) of the references be a Higher Ed district in Arizona.

(1) Client:

_____ Title: _____

Contact:

Phone:

Email:

Fax:

Provide a brief description of the scope of coverage and/or service:

Start Date: _____ End Date (enter "current" if still active): _____

(2) Client:

_____ Title: _____

Contact:

Title:

Phone:

Email:

Fax:

Provide a brief description of the scope of coverage and/or service:

Start Date: _____ End Date (enter "current" if still active): _____

(3) Client:

_____ Title: _____

Contact:

Title:

Phone:

Email:

Fax:

Provide a brief description of the scope of coverage and/or service:

Start Date: _____ End Date (enter "current" if still active): _____