

Addendum #1

RFP #CC624-26

Helpdesk / Enterprise Service Desk System

Questions and Answers and Updated Bid Sheet:

Questions and Answers:

- **For product demonstrations, does the college prefer virtual or on-site demos? Asking so we can properly align resources for potential travel.**
 - **The college prefers to do the demos virtually. If it is deemed necessary we will schedule onsite demonstrations but will give adequate time for the vendor to make arrangements.**
- **Is there an estimated budget or a not-to-exceed value allocated for this procurement?**
 - **The College has not established a published budget or a fixed not-to-exceed amount for this procurement. Instead, proposals will be evaluated based on total best value, taking into account solution quality, technical capabilities, ongoing support, and cost-effectiveness. Vendors are encouraged to submit their most competitive, comprehensive pricing structure based on the scope outlined in the RFP.**
- **Could you please share the historical spend for the current Helpdesk/Enterprise Service Desk solution, if available?**
 - **Currently we are using Springshare LabAnswers, Solarwinds WHD, SchoolDude (Maintenance Essentials Pro), Energy Manager (track cost and usages of all of our utilities), and Trip Direct (Fleet Management). The cost of these programs is less than \$40,000 annually.**
- **Who is the current incumbent vendor providing these services?**
 - **Solarwinds WHD and SchoolDude are the major current vendors.**
- **What is the current contract term (including any renewal options), if applicable?**
 - **Contracts expire in mid-2027.**

- **If available, could you provide the approximate number of service desk agents, annual ticket volume, and any anticipated user count that will be supported under the new solution?**
 - 50-100 techs (agents). Around 10K tickets per year for IT, PR, IR. Facilities will have around 3000 tickets via Schooldude. 650 employees and 3200 students.
- **Departmental Workflow Requirements: Does Casper College require each participating department to maintain separate service catalogs, workflows, approval processes, assignment queues, permissions, and reporting dashboards within a unified platform?**
 - Yes
- **IT Service Management Capabilities: Does Casper College require ITIL-based capabilities such as Incident Management, Service Request Management, Problem Management, Change Management, Knowledge Management, and Service Level Agreement (SLA) tracking?**
 - We don't currently have ITIL but it is a want in many departments
- **Asset Management Requirements: Is asset management functionality required as part of this solution, including hardware/software inventory tracking, lifecycle management, and association of assets with service requests or incidents?**
 - Yes
- **System Integrations: Please identify required integrations with existing campus systems, including identity management platforms (such as Active Directory/Azure AD/Entra ID), email systems, learning management systems, ERP/student information systems, or other institutional applications.**
 - Integrations with AD, Gsuite, Cisco Duo, Moodle, Ellucian Colleague, Element 451, 25live.
- **Deployment Model Preference: Does Casper College have a preferred deployment model (cloud-hosted SaaS, private cloud, or on-premise)? Are there specific security, compliance, or infrastructure requirements that should be considered?**
 - Cloud Preferred. Must provide a HECVAT and/or SOC3
- **Data Migration Requirements: Will migration of historical tickets, knowledge articles, user records, assets, workflows, or configuration data from an existing system be required?**
 - Depends on the department.
- **Artificial Intelligence Capabilities: Is Casper College interested in AI-enabled capabilities such as virtual assistants, automated ticket categorization, intelligent routing, knowledge recommendations, or self-service enhancements?**
 - Yes
- **Implementation Timeline: Does Casper College have a target implementation schedule or required go-live date for the new Helpdesk / Enterprise Service Desk solution?**
 - Live for all departments by June 2027

- **What are the biggest limitations of your current solution?**
 - Flexibility with automated workflows, billing departments for work in the copy center, and lack of a solid API.
- **Which departments currently use separate ticketing systems versus shared tools?**
 - The facilities department uses School Dude and the rest of our campus uses WHD.
- **Are there any manual processes you're hoping to eliminate?**
 - Auto Generate Invoices...right now that is all manual for the copy center.
- **How is your IT department structured (Service Desk, Infrastructure, Applications, Security, etc.)?**
 - Enterprise, Desktop Support, Networking, Security, and Helpdesk.
- **Approximately how many IT staff members will administer or work within the system?**
 - 15
- **How many student workers or temporary staff require access?**
 - 5 to 10
- **What are your current annual ticket volumes?**
 - Around 10K tickets per year for IT, PR, IR. Facilities estimate that they process around 3000 tickets a year.
- **What percentage of requests are incidents, service requests, changes, and problems?**
 - Casper College is unable to categorize our service requests at this time. This is a feature that we would be interested in.
- **Will each department operate independently, or is a shared service model preferred?**
 - Share Service Model
- **Do departments require separate branding, portals, SLAs, and knowledge bases?**
 - Yes
- **Are there workflows that span multiple departments?**
 - Yes
- **How often are tickets transferred between departments?**
 - Not sure since we don't have that functionality at the moment but would like to move to it.
- **Should reporting roll up across all departments while maintaining departmental visibility?**
 - Yes
- **Who are the primary users—students, faculty, staff, contractors, or guests?**
 - Currently faculty and staff. Students have to go through the help desk to open tickets which we'd like to change and allow them access to do so on their own.

- **Do you envision a single self-service portal for all campus services?**
 - Yes, but we're open to thoughts from the implementation team on that.
- **Are you currently following ITIL practices?**
 - Some. We use a formalized work order system, we maintain knowledge within IT using confluence, and we use our ticketing system to track incidents.
- **Which ITIL processes are priorities during phase one?**
 - Service desk, workflows, and knowledge management.
- **Are additional ITSM capabilities planned for future phases?**
 - Asset management, maybe change management, and incident management.
- **Which approval workflows need to be automated?**
 - New employee hires and decommissioning. Copy center request with billing.
- **Are you interested in virtual agents or AI-powered self-service?**
 - Yes
- **Are you currently tracking IT assets?**
 - Yes
- **Do you need lifecycle management for:**
 - Yes, for Computers, Mobile devices, Software licenses, AV equipment, and Lab equipment.
- **Do Facilities require work order management?**
 - Yes
- **Are preventive maintenance schedules needed?**
 - Yes
- **Will technicians require mobile field access?**
 - Yes
- **What KPIs are most important?**
 - We haven't necessarily used KPIs for the current system but track volume, time, billing, inventory, etc.
 - Volumes: Ticket volumes by school, by tech, by location. Current open tickets versus closed, time to close, and time past deadline.
 - Billing: Total charges for the month/year by department.
 - Inventory: Likely just an asset inventory report for tracking and pairing that with maintenance schedule data.
 - Reporting in our current system isn't very robust so this is an area of opportunity with a new system.
 - An API capability would be ideal as we can then push the data to department and organizational dashboards.

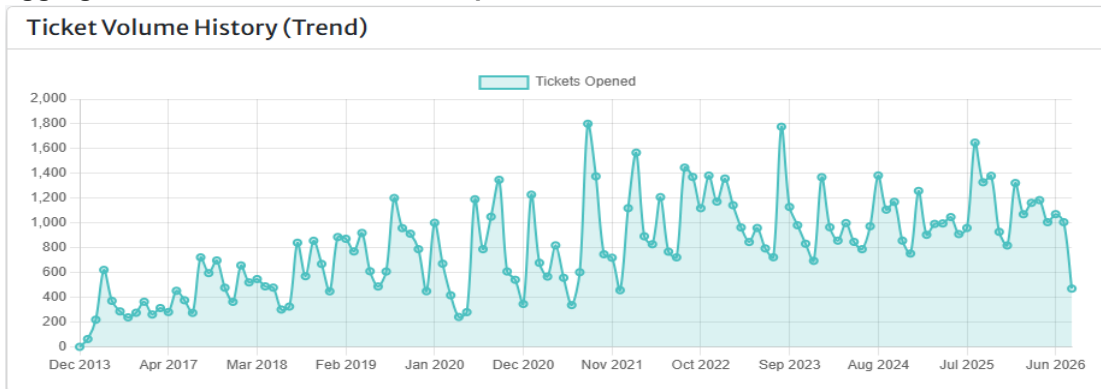
- **Which executive dashboards are currently missing?**
 - Not necessarily sure executive leadership will be using this system.
- **What reports are required for leadership?**
 - Department leaders will have reports specific to their area such as productivity, volumes, quality of service metrics, billing, inventory, etc. Executive leadership may not have a direct need for this system to report to them.
- **Do you need scheduled reports?**
 - Yes, this is excellent for ensuring certain reports go out routinely on a custom schedule - fully automated.
- **Will departments require custom reporting?**
 - Yes, each department likely has their own unique needs. The Copy Center, for instance, uses custom reports with custom scheduling for keeping leadership apprised of Copy Center charges to their departments and productivity reports for staff.
- **Which systems must integrate with the new platform?**
 - Microsoft Entra ID / Active Directory - AD Hybrid
 - Microsoft 365 - We are primarily a Google campus but offer M365.
 - ERP - Ellucian Colleague
 - HR systems - NeoEd
 - Learning Management System - Moodle
 - Building management systems - 25live
 - Phone system - Digium
 - Email - Gmail
- **Are APIs required for future integrations?**
 - Yes
- **What timeline are you targeting?**
 - Contracts expire in mid-2027 so spring 2027
- **Are you planning a phased rollout or a campus-wide go-live?**
 - Phased roll out with departments.
- **Will historical ticket data need to be migrated?**
 - As long as we have access to old data, starting with a clean slate would be best.
- **Approximately how much historical data exists?**
 - 100000 plus tickets.
- **What internal resources are available for implementation?**
 - Each department will provide resources to help with the implementation team. IT specifically will have a few resources available.

- Can you describe your current endpoint management environment and any systems that would need to exchange data with the proposed platform?
 - We use SCCM, JAMF, Elastic, Sophos, Roboshadow, and others. If we have API access, we'd like to tie in many systems to auto generate tickets.
- Are there existing tools or platforms that should remain part of your endpoint management strategy following implementation?
 - The retention of existing tools and platforms within our endpoint management strategy will be evaluated collaboratively during the implementation phase of the new product.
- Can you provide additional detail regarding the desired integrations with Ellucian, Moodle, and the Copy Center, including the specific business processes each integration is intended to support?
 - Ellucian Integration:
 - Ability to connect to Ellucian Ethos to provision accounts in the new ticketing system, so this is no longer a manual process.
 - A RestAPI that we can use to create alerts from the Colleague backend.
 - An Ellucian Ethos two-way connection so that Copy Center data can flow back and forth. Any billed items can go into the budget in Colleague while any budget changes and mapping can automatically populate fields/dropdowns in the new ticketing system.
 - Moodle: A RestAPI that we can use to create alerting tickets. Currently, we use this for the Workforce Development, OLLI, and Community Education account processes.
- What information or transactions would you like to flow between these systems and the proposed solution?
 - Copy Center transactions into Ellucian Colleague using Ellucian Ethos.
 - Copy Center data (such as departments, billing codes, etc) going into the new system using Ellucian Ethos.
 - A RestAPI that allows access to all data within the ticketing system. Especially all data surrounding tickets, traffic, and other KPIs.
- Are these integrations intended to support real-time synchronization, scheduled data exchange, workflow automation, or another use case?
 - They are intended to support both real-time synchronization and workflow automation.
- Can you elaborate on your expectations for marketing analytics and campaign monitoring functionality?
 - Realistically, this is going to be captured from other sources so this isn't something that we'd expect built into the system. We can always add reports (.pdf) to the ticket to capture data with each campaign.

- Can you describe the end-to-end invoicing process you would like to automate and the outcomes you are hoping to achieve?
 - Each month, we generate a report in tabular form that is sent to our accounting office. They use that same file to upload all of the debits to individual departments in the G/L system. The report includes information such as the department name and billing code (FOAPAL) and total charges. Invoices are currently automatically generated by the ticketing system and attached to each ticket. The Copy Center Operator enters the quantity and product received. Invoices can be printed, emailed or just stay with the ticket. A few college affiliated clients ask that we send them copies of their invoices for their billing/payment purposes.
- Are there existing financial, ERP, or accounting systems that would be expected to generate, process, or manage invoices as part of the proposed solution?
 - The only other system involved is the college's accounting system where the monthly upload of the tabular file is completed and each department is billed accordingly.
- Is the college open to integrating with an existing billing/chargeback/invoicing solution or is that functionality a hard requirement within the service desk system?
 - We are very flexible and the need for billing is rudimentary at best. We just need a method to capture billing information on each ticket such as the product/service, quantity, and department information including billing code. The system calculates the final charges based on a per unit service/product table that includes the price we've assigned to it. It's not a robust billing and tracking system but having the information captured and easily exported is most important. We could use Excel to calculate final charges but this isn't desirable and adds steps to the current process.
- How many total assets does the college expect to track? How many devices would the college expect to track software licensing & usage for?
 - Unsure. We would want the ability to track roughly 1500 endpoints in IT. Digital learning has projectors, monitors, etc that they will want to track maintenance requests. Facilities have equipment in every building that they will want to track maintenance requests.
- Which required elements of the proposal will Casper count against the 30-page limit? (Letter of Interest, Experience, RFP Questions pages 8-10, Qualifications of Key Personnel, References, Hosting Options, Accessibility Documentation, Bid Form & Pricing Detail, Deviations, Sample Contract)
 - All required elements of the proposal—including the Letter of Interest, Experience, RFP Questions (pages 8–10), Qualifications of Key Personnel, References, Hosting Options, Accessibility Documentation, Bid Form & Pricing Detail, and Deviations—will count toward the 30-page limit.
 - The Sample Contract is the only element excluded from the 30-page count.
 - Please note the following additional guidance for proposal preparation.
 - Graphics & Imagery: Keep graphics and photos to a minimum to conserve page space.

- **Personnel Qualifications:** Concise summaries are preferred over full, lengthy biographies for key personnel.
- **We would like to include a cover sheet and table of contents in our proposal. Will these count against the page limit?**
 - No, a cover sheet and table of contents will not count towards your 30 pages.
- **Would you like us to respond to the points on page 8 under the heading "Vendor Qualifications, Questionnaire, and Capabilities Including Training Options," or should we begin with the bullets under "Please address the following in your response"?**
 - Proposers are free to address these requirements anywhere within their proposal where it logically fits.
- **Our VPAT is available through our company's Trust Center. May we link Casper to download that document, or do you prefer hard copies of the VPAT in our submission?**
 - A link will work.
- **Would Casper College consider using our standard Terms of Service?**
 - Casper College will consider using a vendor's Terms of Service after reviewing the specific Terms of Service.
- **FERPA Compliance: VENDOR NAME is CCPA and GDPR compliant. Is FERPA compliance a mandatory requirement for this project?**
 - FERPA covers the protection of student data records not just personal data. The ticketing system has the potential to have student data and thus should be FERPA compliant. Can you provide your Data Processing Agreement, privacy policy, sub processor list, data retention/deletion policy, and terms governing the use of customer data? Specifically, we need to determine whether the platform can be used as a school under FERPA's school-official exception, including maintaining direct institutional control over education records and restricting use and redisclosure of those records to the purposes authorized by Casper College.
- **Invoicing: While VENDOR NAME allows each department to use unique billing codes within tickets, we do not offer a dedicated invoicing module. Is an invoicing module a must-have feature?**
 - We are very flexible and the need for billing is rudimentary at best. We just need a method to capture billing information on each ticket such as the product/service, quantity, and department information including billing code. The system calculates the final charges based on a per unit service/product table that includes the price we've assigned to it. It's not a robust billing and tracking system but having the information captured and easily exported is most important. We could use Excel to calculate final charges but this isn't desirable and adds steps to the current process.

- **Integration: Is an Ellucian Colleague integration a strict requirement, or would our RESTful API suffice?**
 - Ability to connect to Ellucian Ethos to provision accounts in the new ticketing system, so this is no longer a manual process.
 - A RestAPI that we can use to create alerts from the Colleague backend.
 - An Ellucian Ethos two-way connection so that Copy Center data can flow back and forth. Any billed items can go into the budget in Colleague while any budget changes and mapping can automatically populate fields/dropdowns in the new ticketing system.
- **Annual Ticket Volume: Because we offer usage-based plans, could you please share the aggregated ticket count across all departments for 2024, 2025, and 2026?**



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- **Of those, how many require concurrent access versus named licenses?**
 - We currently have technician licenses which allow a limited number of users to work /process tickets but we have unlimited client or end user licenses to allow everyone to enter / submit tickets
- **Are the six departments currently using different service desk tools, or are they all on the same platform?**
 - Currently different departments are using different tools. We would like to integrate into one system campus wide.
- **Does each department currently have a defined service catalog? Approximately how many service request forms and workflows exist across the organization?**
 - SCM/PR has 7 request types
- **Does the College anticipate any data migration requirements from the existing platform(s)?**
 - As long as we have access to old data, starting with a clean slate would be best.
- **Are there any third-party integrations that are considered critical for go-live?**
 - Duo security for IDP, Active Directory for user and devices. It is most important for us to have a RestAPI we can work with for all our integrations.

- **What modules is Casper College seeking?**
 - Ticket management, Asset management, Reporting, KB Management, Self service portal, workflow management. Most items that exist under ITSM models.
- **When you say the timeline- are you asking for how long it takes to implement or, can you please clarify what you mean by timeline on the third bullet?**
 - How long are you expecting the implementation to take for all departments
- **Will the College accept a proposal from a certified implementation partner offering a commercially available platform, where the publisher's documentation (VPAT, HECVAT, roadmap, hosting SLAs) is supplied as the publisher's own materials rather than the bidder's?**
 - I would say no. If they don't have some capabilities, we'd need to know exactly what they are to determine if they're critical or not,
- **If so, how should this be reflected on the Bid Form and Letter of Interest regarding signature authority, given that licensing/hosting obligations sit with the publisher while implementation, training, and support sit with the bidder?**
 - No to previous question
- **Section 2 prohibits assignment or subcontracting without prior written consent. In a licensed platform plus implementation partner model, does the College consider the publisher a subcontractor requiring consent, or is the software treated as a licensed product procured through the bidder?**
 - I would say software treated as a licensed product procured through the bidder
- **Section 4 requires "100% compliant with WCAG 2.1 Level AA." Since enterprise VPATs typically report "supports" or "partially supports" with documented exceptions, will the College accept a VPAT with exceptions and remediation commitments, or is unqualified full conformance a mandatory pass/fail requirement?**
 - What's important is that the solution is compliant with WCAG 2.1 Level AA standards. Partial compliance may not be adequate as employees, students and public are all covered under the law. It's possible that the partial compliance may not be something that is used or critical to those accessing it but that would mean we'd have to look at the specific issue in a live or demo environment to judge as the college would be at-risk for noncompliance. A new deadline is coming in April 2028 for the college where the DOJ will begin imposing financial penalties for noncompliance. A system that the college pays for and offers/requires for use is held to a higher standard of compliance versus a third-party website that is informational or not required to complete a task. This solution would need to be compliant. Remediation commitments would be acceptable within the next 12-16 months for instance but the agreement would need to enforce/incentivize that in some way so the college doesn't risk financial penalties for noncompliance.
- **If exceptions are permitted, is the Section 2 deviation statement the correct vehicle for disclosing them?**
 - Disclosure is helpful and could reference the VPAT or WCAG specific standard if I understand this correctly.

- Which version of Moodle is currently deployed, and is there an existing iPaaS the helpdesk system should integrate with?
 - Version 4.5.13 And I don't believe there is an existing iPaaS in place.
- Is Google Workspace the primary SSO/identity provider, or is there also an on-prem AD/Azure AD environment?
 - We have AD setup as a hybrid environment and we also use Google Workspace for SSO. We have been moving towards using Duo as our IDP which syncs with AD.
- Section 5 requests three to five comparable institutions using the proposed ticketing solution, but Bid Form Item 3 asks for references "currently using your CRM solution with Ellucian Colleague SIS." Is this reference to a CRM solution intentional, or should it read service desk/ticketing solution?
 - It should have read the service desk/ticketing solution...thank you for catching that.
- Is Ellucian Colleague integration a mandatory reference criterion or a scored preference?
 - Just a preference for things like account creation workflows. If we have an API that we can utilize we should be fine.
- Will the College accept references on other SIS platforms if Colleague integration is addressed technically in the response?
 - Yes. If we have an API that we can utilize we should be fine.
- Is community college experience specifically weighted in evaluation, or is comparable institutional size/complexity sufficient?
 - Comparable institutional size/complexity is fine.
- Section 4 requires all data stored/processed/transmitted exclusively in US data centers, and Section 5 prohibits any out-of-US access. Will the College accept US data residency at rest with contractually controlled follow the sun support access, or is US only personnel access mandatory?
 - We require our data to reside within the US.
- Section 5 requires indemnification for vendor-caused breaches, 72-hour breach notification, and 2-hour response for high priority incidents (24x7x365). Where hosting sits with the publisher and services with the implementation vendor, does the College expect one bidder to accept liability for the publisher's infrastructure, or will obligations be apportioned at contracting?
 - The vendor is responsible for the agreements with the publisher's infrastructure to meet these requirements.
- Are the security, indemnification, and data ownership terms in Sections 4–5 negotiable at award, or presented as non-negotiable minimums?
 - Non-negotiable minimums

- **Section 5** requires nightly automated exports of all College data (including audit logs and ERD/schemas) in open formats. Would documented API access plus scheduled incremental export and on demand full export satisfy this, or is a full nightly export specifically required?
 - Documented API access plus scheduled incremental export and on demand full export should satisfy this
- **Is a specific SOC 2 report type required (Type 1 vs. Type 2)?**
 - Type 1 is a minimum requirement.
- **Copy Center:** Must invoice generation for chargebacks occur inside the platform itself, or is integration with the College's existing financial system acceptable? What system produces Copy Center invoices today, and does "auto-generated invoices" mean direct ERP delivery or a standalone report?
 - Invoices are generated automatically for each ticket within Web Helpdesk. They appear as a .pdf. There is no integration with any other system. At the end of the month, we produce a report that includes a list of all departments and their charges for the month. That is sent as a comma delimited or tab delimited excel file to accounting for upload to the G/L in Colleague. We're looking for that basic functionality and not a robust billing and A/R management system. Invoices tied to tickets and departments/department billing codes, products/service, quantities, prices, and a basic calculation are good. Those are provided to individual third-party customers for their payments. Then, we'd use the reporting system to export the college departments' full month's data for upload.
- **Mobile:** Section 4 lists native iOS/Android as "preferred," while Section 6 refers to a "mandatory mobile app." Please clarify whether native mobile is preferred or mandatory, and whether this applies to agent/technician use, end-user submission, or both.
 - Native mobile apps are preferred, not mandatory.
- **Facilities:** For QR-code ticket/asset lookup, is native mobile app functionality required, or is a QR code opening a pre-populated web portal request acceptable?
 - Native mobile applications are preferred but pre-populated web portals will be acceptable.
- **Institutional Research:** Does IR require data isolation via a separate instance/tenancy, or is role-based segregation within a single platform acceptable?
 - Role based is acceptable.
- **Digital Learning Center:** For "seamless API integration" with Moodle, what specifically must pass between systems SSO, course/roster context on tickets, deep links, or additional functionality? Is Ellucian Colleague integration in scope now or a future phase?
 - SSO: Yes, we would want to use our Google login or Duo Security IDP
 - Moodle Integration: Ideally, faculty and students could submit a ticket from within Moodle, and it would automatically include the course, activity/assignment, user role, and a direct link back to where the issue occurred. We would not need full roster information.
 - Ellucian Colleague: The integration we are working on is ILP (Integrated Learning Process), but I would consider that a future phase.

- ***Strategic Communications and Marketing:*** Are file/asset library, marketing analytics, and campaign monitoring expected natively in the platform, or should the platform handle intake/workflow/approvals/reporting while creative assets and analytics remain in existing marketing tools?
 - The system should allow for file attachments to each ticket for at least 5MB total. That allows those requesting work of the department to upload photos and other information important to their request.
 - It is unlikely that any of these systems offer a digital asset management system that is common for marketing functions. This is essentially a way to make assets, photos and media files, available to a broad audience doing communications work. This isn't required of this system.
- For each of the six departments (Facilities, IT/Helpdesk, SCM, DLC, Copy Center, IR): how many staff will create, own, assign, transfer, or resolve tickets (full time vs. occasional), and how many campus-wide will submit requests?
 - SCM and Copy Center 10 people assuming we will have student workers in the system. IT will have 18-20 depending on student workers. Helpdesk has 5-10. DLC will have 5 to 7 depending on work studies. IR has 2. Facilities could have 25 plus. Across campus we could have 650 employees and 2800 students submitting tickets.
- What is the approximate annual ticket/request volume across departments, and which specific systems are being replaced in each?
 - SCM is 1,200 per year. IT and other services are around 10K. 3000 Schooldude tickets
- Will the College accept Year 1 firm pricing with a documented annual escalation assumption for Years 2–5, labeled as an estimate?
 - I would like to see options for 1 year, 3 year and 5 years.
- Is there a budget range or not to exceed amount, inclusive of implementation services?
 - \$35,000
- A figure of approximately \$40,000 in current annual system spend was referenced during the August 11 call. Does this represent the target budget envelope or current state spend only?
 - \$35,000 is our total annual budget for the new system
- Which national cooperative purchasing contracts does Casper College currently hold access to?
 - The main ones that Casper College is use are Sourcewell, E and I, Omnia, and Tips.
- Will all six departments go live simultaneously, or is a phased rollout expected?
 - Phased rollout with expectations to complete all phases by mid-2027.
- Does the pricing section's department order (Facilities, IT/Helpdesk, SCM, DLC, Copy Center, IR) reflect the intended implementation sequence, with Facilities going live first?
 - Yes

- Which department's operational need is driving the project timeline?
 - Multiple Departments are involved who use two (2) different products. Contracts for both SchoolDude and WHD have been budgeted for 2026-2027. Our timelines include implementing prior to those contracts expiring in 2027. We hope to consolidate to one (1) product.
- Will the College consider a phased award/contract (e.g., one or two departments in Year 1, with others added by amendment), or is this a single award covering all six departments?
 - Single awarded contact.
- Does the 30-page limit include the Letter of Interest, Bid Form, VPAT, sample contract, and references, or do these sit outside the page count?
 - All required elements of the proposal—including the Letter of Interest, Experience, RFP Questions (pages 8–10), Qualifications of Key Personnel, References, Hosting Options, Accessibility Documentation, Bid Form & Pricing Detail, and Deviations—will count toward the 30-page limit.
 - The Sample Contract is the only element excluded from the 30-page count.
 - Please note the following additional guidance for proposal preparation:
 - Graphics & Imagery: Keep graphics and photos to a minimum to conserve page space.
 - Personnel Qualifications: Concise summaries are preferred over full, lengthy biographies for key personnel.
- Must all seven hard copies and the flash drive be physically received at GW #311 by 2:00 PM MT on August 27, and will delivery by commercial courier be accepted?
 - Yes, we will have to have the hard copies in hand by 8/27/26 at 2:00pm MTN time. Yes, they can be delivered by commercial courier.
- Section 3 references interviews or project award "after week of 8/31/26." Should bidders plan for an in-person or virtual presentation and if in person, at whose expense and on approximately what date?
 - Virtual presentation will suffice
- How will the committee weigh evaluation criteria (pricing, specifications, innovation, etc.)? Is a scoring rubric available?
 - The committee will weigh based on features, pricing and demo presentation.
- Is the agency open to a hybrid delivery model utilizing a combination of onshore and offshore resources?
 - Data hosted by the vendor must reside in the US. Support can be offered globally.
- Will the work be performed onsite, remotely, or through a hybrid arrangement?
 - Up to the vendor but I would assume a hybrid approach would work best.
- Would it be possible to consider a 1–2-week extension to the proposal submission deadline?
 - No, Casper College will be sticking to the original timeline of the RFP.

- **Is this contract intended for a single vendor or for multiple vendors?**
 - We are hoping to award this RFP to one single vendor. If it is deemed that one single vendor will not be able to meet all of our needs, we reserve the right to award the RFP to multiple vendors.
- **Are there any challenges, gaps, or pain points with the current solution or contractor that the agency is looking to address through this procurement?**
 - Flexibility with automated workflows, billing departments for work in the copy center, and lack of a solid API.
- **Is there a projected contract award date and anticipated start date?**
 - Fall 2026
- **Can an implementation partner bid as prime with the software publisher as subcontractor?**
 - Yes
- **Will licenses be purchased through the awarded vendor, or directly by the College?**
 - The Licenses will be purchased through the awarded vendor.
- **Is migration of historical ticket and asset data in scope?**
 - Up to the departments.
- **Must Copy Center chargebacks post into Ellucian Colleague finance, or are exported invoices sufficient?**
 - exported invoices are sufficient
- **What are the versions and hosting models for Colleague and Moodle? Is Ellucian Ethos licensed?**
 - Moodle Version 4.5.13. Colleague we stay on the latest version within 3 weeks of release. Ethos is licensed.
- **Is Google Workspace the SSO identity provider? SAML or OIDC?**
 - Google SAML or we have been moving to Duo Security as our IDP.
- **Should the Bid Form reference to "your CRM solution" read helpdesk / service desk solution?**
 - The bid sheet has been updated please see page 17 of the addendum.
- **Can the College share the recording or notes from the August 11 Zoom call?**
 - https://caspercollege.zoom.us/rec/share/5kKJ-IgQusr6vFDBC6SPtVMFIhoTaYBVlbXnjoxbtu_oXSnWXeCRQqwpKBDb1w13.JMlimcJZXrrKVXbf
- **Was a vendor or consultant engaged to help develop these requirements?**
 - No, Casper College developed these requirements.

- **Are the evaluation criteria weighted? How is pricing weighted against functional fit?**
 - No, as of right now there is no weighted criteria. Price is important but Casper College is looking for the best solution(s) for our needs.
- **Is there a target go-live date?**
 - If the awarded company(s) are not our existing companies we would like to limit the overlap of contracts. These contracts expire at different times. We will work with the awarded vendor(s) on the timeline.
- **Will demonstrations or interviews be required after the week of 8/31?**
 - Yes, Casper College will schedule the interviews after this date and will allow the vendors enough time to schedule the interviews.
- **Does the College have an existing platform standard or existing license to build on?**
 - Casper college is open to a completely new platform(s).
- **Is on-premise genuinely under evaluation, or is cloud-hosted preferred?**
 - Cloud preferred but on-premise would be considered.
- **Should bidders propose pricing for the five optional renewal years?**
 - Please just bid on what is on the bid sheet.
- **Would the College consider a one-week extension of the 8/27 due date?**
 - No
- **Are full resumes required for key personnel, or a summary of qualifications?**
 - Summary of qualifications is what we are looking for in the proposals.
- **Are there specific roles the College expects to see named?**
 - No.
- **Will unsuccessful bidders be offered a debrief after award?**
 - No



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SECTION 7: BID FORM

Casper College – Bid Form

Helpdesk / Enterprise Service Desk System

CC624-26

Bidder Name: _____

Primary Contact Name/Title: _____

1. Total Cost of Ownership (5-Year Projection)

Expense Category	Year 1	Year 2	Year 3	Year 4	Year 5	5-Year Total
Base Program	\$	\$	\$	\$	\$	\$
Module #1 (If Available)	\$	\$	\$	\$	\$	\$
Module #2 (If Available)	\$	\$	\$	\$	\$	\$
Module #3 (If Available)	\$	\$	\$	\$	\$	\$
Module #4 (If Available)	\$	\$	\$	\$	\$	\$
TOTAL ANNUAL COST	\$	\$	\$	\$	\$	\$

2. Professional Services & Implementation

- Proposed Implementation Timeline (Weeks/Months): _____
- Total Professional Service Hours (Anticipated): _____
- Training Delivery Method: ☐ On-site ☐ Off-site ☐ Hybrid

3. References

List 3-5 comparable institutions currently using your Helpdesk Enterprise Service Desk System.

1. Institution: _____ Contact: _____ Email/Phone: _____
2. Institution: _____ Contact: _____ Email/Phone: _____
3. Institution: _____ Contact: _____ Email/Phone: _____

4. Authorized Signature

By signing below, the bidder certifies that the prices offered are all-inclusive and that the company has not acted in collusion with any other bidder.

Signature: _____ Printed Name: _____ Date: _____