

**Information Technology Services**  
**FMPA RFP 2022-210**  
**Questions & Answers**  
*Revised July 19, 2022*

**Q1:** What is the current or last reported volume of tickets received by your current service/help desk, and can these be broken down by priority, e.g., on a scale of 1-4, with 1 being the most critical level.

**A1:** This is a new service that FMPA wishes to extend to its membership. There is no current benchmark.

**Q2:** What pain/challenges, if any, have you been working through that is causing you to look at outsourcing?

**A2:** This is a new service that FMPA wishes to extend to its membership.

**Q3:** How are issues/problems sent to the current desk: via email, phone, chat? Can these be broken down?

**A3:** Each member currently has their own process.

**Q4:** What is your current IT support model? (ie. outsourcing, internal team, hybrid)

**A4:** Each member currently has their own process.

**Q5:** How many total employees are there at all 31 FMPA locations?

**A5:** FMPA is a cooperative of municipal utilities. The members range from 25 employees to several hundred. We would anticipate each member participating in accordance with their own needs.

**Q6:** What type of software is currently used for the intake & management of the issues FMPA seeks to address with this RFP?

**A6:** Answered in Q 1

**Q7:** Does FMPA currently use an inhouse-staffed service desk/help desk model or are such services provided by an outside vendor?

**A7:** Answered in Q 1

**Q8:** Are digital signatures acceptable in lieu of "wet" signatures for submitted documents?

**A8:** Handwritten manual signatures are preferred rather than electronic signatures.

**Q9:** Would FMPA consider an extension of the due date to, for example, August 18, to aid all bidders in the formulation of a more thorough and calibrated response to maximize the value of FMPA's due diligence?

**A9:** This solicitation is time sensitive; as such we are unable to provide an extension. Should this change, an addendum will be issued.

**Q10:** What would your desired start date be?

**A10:** Fall 2022

**Q11:** Are the 31 “member utilities” you are referring to individual staff members/users OR are they member offices with a number users within each?

**A11:** 31 member offices, with a number of users within each.

**Q12:** Would it be possible to get an accurate estimate of the number of users throughout the 31 municipalities.

**A12:** This RFP will be made available to FMPA’s 31 members. Each member would have a unique deployment and utilization strategy. To provide a guide for interested members, pricing could be structured on a tiered basis.

**Q13:** How many of the 31 FMPA members have expressed interest using the IT Services described in this RFP, starting Day 1?

**A13:** No member can make a firm commitment at this point.

**Q14:** What is the current overall ticket volume by week? By month?

**A14:** We are not able to answer this at this time.

**Q15:** Will FMPA or the member agencies be providing their own ITSM tool for this agreement or is the vendor to provide the tool and include pricing for usage?

**A15:** We cannot answer for all possible members. We anticipate the Vendor would supply this tool.

**Q16:** Can you please give a low, mid-point and high range of the size of the member organizations and expected call/ticket volume by week?

**A16:** We are not able to answer this at this time.

**Q17:** Can you provide information regarding current metrics (type of call, length of calls, etc.) for any of the current FMPA members?

**A17:** We are not able to answer this at this time.

**Q18:** Is this joint solicitation the first of its kind for these services from FMPA?

**A18:** Yes.

**Q19:** Is the technology stack for each of the member agencies the same/similar?

**A19:** No, they vary from 25 employees to several hundred employees.

**Q20:** Typically, when starting a service desk engagement there is a transition period to ensure the proper ability to provide best in class service. The transition is derived from having detailed information on a specific environment. Should we include transition pricing as a price range in our submission based on our previous experience?

**A20:** If transition pricing has impact on overall pricing, it should be included.

**Q21:** Please confirm you are not looking to utilize any offshore resources?

**A21:** All responses need to meet our member’s procurement policies. Their policies may differ from utility to utility.

**Q22:** Can the proposal be submitted electronically via PDF by email rather than a hard copy + electronic copy?

**A22:** Hard copy and USB submittal with manual signatures are required at this time.

**Q23:** Please confirm you are not looking to utilize any offshore resources?

**A23:** All responses need to meet our member’s procurement policies. Their policies may differ from utility to utility.

**Q24:** What is the percentage of contact volume broken down by source? Phone Calls Vs. Email Vs. Self Service (If applicable)

**A24:** We are not able to answer this at this time.

**Q25:** What ACD/telephone solution is being used today? Is FMPA agreeable to having calls forwarded to the vendor's ACD?

**A25:** We are not able to answer this at this time. Each member has their own process at this time.

**Q26:** Please confirm how many years this contract will be valid for?

**A26:** Standard contracts are three years with possibly three one year renewals.

**Q27:** In section, 11. Scope of Work/Service Desk the RFP states support hours are standard business hours M - F. However, under the Next Level Support section – the vendor is asked for After-hours support. Should 24 X 7 support be an option in our solution and price?

**A27:** It is anticipated the users will require support during their specific business hours. Having after hours or 24/7 support as an added option would provide flexibility to the service offering.

**Q28:** Assuming we offer an ability to use ServiceNow platform, is it correct to assume that each members' data would be segregated?

**A28:** Yes, each member would stand alone.

**Q29:** Would FMPA want aggregate metrics rollup for each member?

**A29:** We would be interested in metrics that shows the effectiveness of the program.

**Q30:** Based on RFP estimates, the total coverage will be 31 agencies with approximately 3,700 employees is this accurate?

**A30:** This serviced will be available to the entire membership. Each member will decide if it is appropriate for their needs. We anticipate 4 to 6 initial takers. Each of those entities have between 40 and 100 employees.

**Q31:** Will Onsite Support be required?

**A31:** We are looking to serve the total needs of the member. Some solution for onsite should be part of the proposal.

**Q32:** Is after standard business hours support required?

**A32:** We are looking to serve the total needs of the member. Some solution for afterhours support should be part of the proposal.

**Q33:** Whose ticketing system will be used?

**A33:** There is no current ticketing system

**Q34:** What are your Non-Standard Apps? If yes, please note that all non-standard apps will require documentation in order for our service desk to be able to support.

**A34:** Some members will have non-standard apps. We do not know which members will take service at this time.

**Q35:** What are your Standard Apps Including AV?

**A35:** Each member will define their needs. We do not know which members will take service at this time.

**Q36:** Will we be supporting Mobile Phones only? or Mobile Phones and Desktop Phones? If this includes office phones, documentation and phone system details will be required.

**A36:** Office phones were not contemplated in this RFP. If that is an additional offering you can list it as an add-on service.

**Q37:** Are there currently any IT Management Systems being used (RMM, MDM, Etc.)?

**A47:** No

**Q38:** Is there a backup system already in place? If yes, please note that documentation and backup solution details will be required.

**A48:** No