Request for Information No. I
RFP No.19/20-04 Help Desk System
October 10, 2019

Response to Proposers' Questions

1.1   **Question:** The RFP mentions that Ed Tech JPA members can include public entities. Does this include organizations other than school districts?

          Answer: Yes. Any California public agency is eligible to join the JPA and use JPA procurements. This may include, but is not limited to, county offices of education, public colleges, charter schools, city governments, and state government agencies.

1.2   **Question:** If an entity is not currently a member of Ed Tech JPA can they join the JPA and leverage the contract?

          Answer: Yes. When a member joins Ed Tech JPA it can leverage any current or previously awarded contract. The membership process is very quick and straightforward. There are no fees for members to join. Ed Tech JPA provides sample board agenda and resolution templates for members in an effort to assist members with their boards' required approvals. The Ed Tech JPA Membership site contains detailed instructions for prospective members.

1.3   **Question**: For example, if the City of Riverside wanted to purchase a help desk system would they issue a RFP and leverage the JPA pricing or not have to issue a RFP?

          Answer: If an eligible entity wishes to leverage an Ed Tech JPA contract they do not need to issue a RFP. To leverage a JPA contract, the public agency must first join the JPA. Once they are a member,   Ed Tech JPA makes proposals available to members on password-protected members-only webpages.   A member would then review proposals and determine which vendor is the best fit for its needs.   Irvine USD recently selected a classroom management vendor.   IUSD reviewed proposals, selected two finalists and conducted demos with those finalists to determine which vendor was the best fit for its needs. Not all members will require demonstrations prior to selecting a finalist. There are times when a member may determine who is a best fit after reviewing proposals.

1.4   **Question**: If a vendor meets essential criteria, but is not selected for IUSD can their product be available through the JPA for other entities?

          Answer: Yes. Ed Tech JPA offers multiple awards so its members can leverage the vendors that best meets their needs. Ed Tech JPA's Help Desk System RFP team will review Vendor Proposals and award to Vendors who comply with all terms and conditions (no substantial exceptions) and meet all essential requirements. Essential requirements are denoted in the RFP with double asterisks and green highlighting.

Vendors should also answer non-essential criteria (blue highlighting) to the best of their ability. Ed Tech JPA members vary in size from 1,500 ADA to 600,000 ADA, and have different needs. Ed Tech JPA will make all prevailing Proposals available to members for review. Members will determine what non-essential requirements are most important to them and use the information in Proposals to determine which Vendor best fits the needs of their organization.

Vendors who meet all essential requirements (green, double asterisks) and agree to the terms and conditions will be considered for award. Non-essential criteria (blue) are optional. Vendors are encouraged to respond to non-essential criteria so member districts can make a determination regarding which solution is the best fit for their needs.

Additionally, the RFP is sectioned into different modules. All vendors must respond to essential requirements in Section 3.1.   Essential requirements for sections 3.2 - 3.7 are required only to be considered for award in those specific sections. For example, if a vendor agrees to all terms and conditions and meets all essential requirements for sections 3.1 - 3.4, but not for sections 3.5 - 3.7 they will be awarded for sections 3.1 - 3.4. Below is an example of a possible award scenario.

Vendor	General	Ticketing	Workflow Automation	Knowledge base	Reporting	Inventory	Additional Features
Vendor A	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Vendor B	Yes	Yes	Yes	No	Yes	No	Yes
Vendor C	Yes	Yes	Yes	No	No	No	No

JPA members have varying needs, and some may require services for only some modules included in this RFP.   Members will evaluate Proposals based on their specific needs, so please include a clear description of what your solution offers.

1.5   **Question**: How long is the contract for? Is pricing supposed to apply to the whole contract term?

Answer: Ed Tech JPA Master Agreements are typically for a three year term with two options to extend for one additional year, with a total of five years. Ed Tech JPA members may enter into varying contract terms, depending on the needs of their organizations.

Pricing should remain consistent throughout the contract term. It is acceptable to include a Consumer Price Index inflator.   Ed Tech JPA asks that any CPI price increases be outlined clearly

Appendix C (Pricing Forms), and that updated pricing tables are provided to Ed Tech JPA as pricing increases, so our members can clearly view current pricing.

It is also acceptable to offer discounts for multi-year agreements.

1.6   Question: Please explain section 1.13: Minimum Price Guarantee. Do Ed Tech JPA run into anything tricky related to this? Do members ever ask for prices lower than what is in the contract?

Answer: The Minimum Price Guarantee is the expectation that Vendors provide the lowest available price to the Ed Tech JPA so there is not negotiation outside the JPA undercutting the pricing offered through the JPA. The intent of the Minimum Price Guarantee is to secure competitive pricing for our members, while participating Vendors experience reduced costs of procurement and contract negotiations with individual local education agencies.

The Minimum Price Guarantee does not apply to contracts and partnerships that were in effect prior to the Master Agreement between Ed Tech JPA and Vendors.

Ed Tech JPA also recognizes that some exceptions may be required for exceptionally large clients (such as LAUSD). If a vendor feels a lower price should be offered to a certain customer Ed Tech JPA would be open to discussing an exception to the Minimum Price Guarantee with that vendor.

The intent of the Minimum Price Guarantee is to create a partnership with vendors. The goal to streamline procurement results in vendors responding to only one RFP, and negotiating one Master agreement with competitive pricing and terms, that is compliant with privacy terms. Ed Tech JPA seeks to mutually benefit both members and vendors through consortium style procurement.

1.7   Question: The RFP states that If the price goes lower it will be extended to members. It also states that If pricing goes up that is not reflected for members.

Answer: If a vendor consistently offers the proposed product at a lower cost than proposed in its proposal Ed Tech JPA would expect that pricing to be extended to JPA members as well. If Ed Tech JPA becomes aware of consistent lower pricing it will reach out to the vendor. If the vendors business model or product changes such that it is able to offer the products at a lower price, the vendor should reach out related to the JPA to discuss amending the pricing terms of the master agreement. For example, if a company grows to the extent that it offers products at a lower cost than included in their proposal the vendor should reach out to Ed Tech JPA to adjust the pricing offered to members.

The what-you-see-is-what-you-get requirements related to pricing allows members to be compliant with procurement laws. Educational agencies must adhere to strict procurement regulations, and pricing on contracts and order forms need to match pricing on Purchase Orders. Changes due to a CPI inflator are acceptable, but most changes are not acceptable and can result in complications.

Additionally, tiered pricing is included in the RFP to allow vendors to adjust price based on the scale of contract to allow economies of scale to be incorporated into proposals. Ed Tech JPA understands that prices vary based on contract size, for example the price per seat/user may be different for a contract with 10 seats/users vs the price for a contract with 200 seats/users. Vendors can also include different tiers of implementation in the one-time pricing form in Appendix C, if applicable.

1.8 **Question**: A lot of times implementation pricing is determined by the complexity of implementation. How do we price this when we don't have the specifics for an implementation?

Answer: It is acceptable to propose implementation pricing with an hourly rate, daily rate, tiered rates (based on size, etc.), or tiered based on packages (number of days, number of staff assisting, etc).

1.9 **Question**: It sounds like there will be a price list in proposals, so if a district wants 9 of 14 things on list they can choose those 9 things. Should we include specific pricing for districts looking to buy (IUSD and Fullteron)?

Answer: Ed Tech JPA is looking for the completion of the pricing forms in Appendix C. Irvine USD, Capistrano USD, and Fullerton may elect different modules/services based on proposed pricing in Appendix C. Member districts should be able to determine their costs based on pricing forms in Appendix C of vendors' proposals. Interested Member may reach out independently to vendors, and that would be the time to provide a customized quote. For reference, IUSD has approximately 35,000 students, Capo IUSD has approximately 45,000 students, and Fullerton has about 13,000 students. Please do not include direct quotes for specific Ed Tech JPA member agencies in the RFP response unless included only as a sample for reference. Please use the pricing form provided for your response to the RFP.

1.10 **Question**: Will the districts be separate instances or are they combined?

Answer: Each Ed Tech JPA member will be typically be a separate instance. There may be occasions where multiple members combine (e.g. a County Office providing services for multiple districts), but typically each member will purchase just for itself. Each member has different needs and will score proposals based on those needs. IUSD has many agents, so pricing per agent may be helpful for IUSD in scoring.

1.11 **Question**: I have not had a chance to review the full document. Is it a correct assumption that agents were built in to the RFP?

Answer: The RFP does not include specific agents or thresholds for IUSD, Capistrano USD or Fullerton SD. Each vendor can create tiers based on its preference. Ed Tech JPA members can view those tiers and determine what pricing would apply to their preferred solution. Ed Tech JPA now represents over 200,000 students. Pricing by agent/technician or organization size are both acceptable options in your response to the RFP.

1.12   Question: Does the website to view RFI responses require registration or is it open?

Answer: The Ed Tech JPA webpage for RFP 19/20-04 Help Desk System is a publicly facing webpage and no registration is required to view RFI responses or other updates to the RFP. It is the Proposer's responsibility to monitor the [website](#) for changes, updates, revisions and/or uploaded documents.
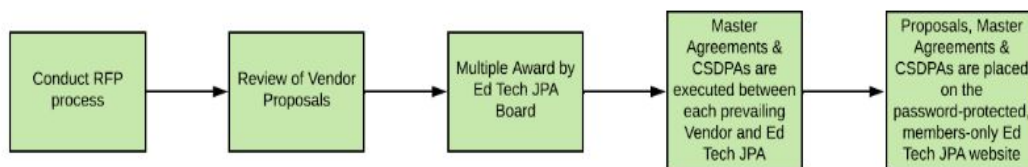
1.13   Question: I wanted to … request the RFP document in word format if that is available?

Answer: A response template to the RFP has been provided in word format for vendors' convenience. The template is available on the Ed Tech JPA website one line below the pdf version of the full RFP.

1.14   Question:We are trying to understand who we would be invoicing for this, Ed Tech or Irvine Unified School District?

Answer: Ed Tech JPA is a consortium style procurement vehicle and seeks to obtain proposals that allow its members to determine which solution will best meet their individual needs. Participating Associate Members in need of help desk solution will determine which solution is the best fit for their unique needs and contact the vendor directly. The member and vendor will work directly with each other to determine details related to the desired Solution and implementation. After implementation the vendor will invoice the Participating Associate Member directly. Below are charts outlining the processes to enter into a Master Agreement and to enter into a Purchase Agreement.

Ed Tech JPA:
RFP Award & Master Agreement Execution

| Conduct RFP process | → | Review of Vendor Proposals | → | Multiple Award by Ed Tech JPA Board | → | Master Agreements & CSDPAs are executed between each prevailing Vendor and Ed Tech JPA | → | Proposals, Master Agreements & CSDPAs are placed on the password-protected, members-only Ed Tech JPA website |

JPA Member:
Vendor Selection & Purchase Agreement Execution

| Members review Proposals & Master Agreements and conduct due diligence for each Vendor (scoring Proposals, etc.) | → | Member selects a Vendor and products in Vendor's Proposal | → | Member obtains a quote and implementation plan from Vendor | → | Vendor signs a Purchase Agreement | → | Member gets Board Approval (if required) and counter-signs the Purchase Agreement | → | Member sends Purchase Agreement to Vendor | → | Vendor delivers Products directly to Member. | → | Vendor reports sales to Ed Tech JPA on a quarterly basis |