

Vendor Rating for Service Desk Selection

Vendor	Presented By	DATE

Using the scores of 0, 1, 2, or 3, please rate the vendor's presentation on how well they demonstrated the functional requirements in the areas below. Also consider how efficient and functional each requirement appeared, and the vendor's ability to deliver the requirement on time.

Score	Description
0	Vendor was not able to demonstrate functionality or it did not work.
1	Vendor was able to demonstrate minimal functionality or parts did not work.
2	Vendor was able to demonstrate average functionality in this category.
3	Vendor was able to demonstrate what you would consider above average in this category.

PHASE I	Criteria Description	Score (0-3)
1	Ticket Processing	XXXXXXXXXX
a	Must meet minimum ticketing processing and queue capabilities of current system.	
b	Additional ticketing and queue capabilities to support hub service model at external sites. This must work in conjunction with the current site based queue model. In addition, the turning off and on of site verses hub queue capabilities must be able to be performed by a person with moderate technical skills.	
Total for Major Category Ticket Processing		
2	Ticket Routing	XXXXXXXXXX
a	The new service desk must handle vendor assigned tickets and have the capabilities for approved vendors to manage and view tickets. Vendors should not be able to close tickets without routing them back to district staff for final closure.	
Total for Major Category Ticket Routing		
3	Active Directory	XXXXXXXXXX
a	The preferred service desk application should have the ability to authenticate users by utilizing active directory (same user name and password as domain) and or with pass through sign on (users do not need to enter password).	

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		Total for Major Category Active Directory / Single Sign On Integration	
4	<p>Reporting Analytics The current ticketing system allows for management to view open tickets by site and technician. The new application will need to provide at a minimum the following reports:</p>		XXXXXXXXXX
a	Open tickets by site, technician, vendor and hub.		
b	Tickets generated by either Academic (school) or Administrative (district office).		
c	Total number of tickets created, open and closed over a user predefined period.		
d	Tickets generated by supported application or specific (unique hardware device).		
e	Total time to close tickets by technician, site and helpdesk.		
		Total for Major Category Reporting Analytics	
5	<p>Automation (Call Routing / Management)</p>		XXXXXXXXXX
a	Selected software must accommodate automated task processing.		
b	One to six automation tasks will be in place during first week of implementation. The first defined task will handle the transfer of a ticket concerning a broken printer or a printer with quality output issues. The first step of the automation process would be to ensure the consumables (toner and drums) have been replaced before forwarding the ticket to a vendor that could incur unnecessary costs due to faulty consumables. Other tasks will be defined as necessary.		
c	New Software Request Form to be filled out by the end user. Must support multiple approval paths depending on if the software is a textbook application for one computer or for many computers.		
d	Other tasks will be defined as necessary.		
e	Selected software must accommodate automated task processing.		
		Total for Major Category Automation (Call Routing / Management)	
6	<p>Just in Time Ticket Management</p>		XXXXXXXXXX
a	Because new reporting capabilities will be available to managers to view how long it takes to close tickets per staff member it will be necessary to empower service desk workers to be able to view, edit, forward, and close calls efficiently. The ability to give technology workers a way to manage tickets and service queues from a mobile device, preferably a phone, is required.		
		Total for Major Category Just in Time Ticket Management	

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7	Knowledge Base	XXXXXXXXXX
a	The new service desk application will have a pre-populated knowledge base that can be added to from the service and closure of tickets.	
	Total for Major Category Knowledge Base	
8	Customer Service Surveys	XXXXXXXXXX
a	The ability to present context sensitive survey questions to end users upon closure of a ticket.	
	Total for Major Category Customer Service Surveys	
9	Innovation	XXXXXXXXXX
a	The vendor should spend no more than thirty minutes reviewing what makes their service desk application stand apart from the competition or bring additional innovation to Volusia County Schools.	
	Total for Major Category Innovation	
	Total Vendor Rating Score Functional Criteria Phase I	
10	Total Cost for Phase I	XXXXXXXXXX
a	Narrative of services	
b	Total implementation time broken out by onsite and offsite.	
c	Cost to include three years of maintenance.	
d	Cost for maintenance after three years.	
	Total for Major Category Total Cost for Phase I	
	Total Vendor Rating Score Cost for Phase I	

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PHASE II		
Proposed New Functionality (to be completed largely within six months of implementation) Phase II will focus mainly on the recommendations from the analysis of the new improved reporting capabilities from Phase I. These changes will most certainly include modifications to the selected service desk application and even management and Technology Services organizational changes.		XXXXXXXXXX
11	Extensive End User Self Services including chat, potential password management, change management and remote desktop control on or off the VCS network.	
12	The ability to capture end user information from our CISCO phone system, as calls are received, and populate a new ticket for our centralized service desk workers.	
13	It is highly desired for Phase II to have a network inventory and warehouse module that can track tagged assets in and out of a traditional warehouse.	
Total for Major Category Proposed Functionality for Phase II		
Total Vendor Rating Score Functional Criteria Phase II		
Total Cost for Phase II		XXXXXXXXXX
13	Narrative of services	
14	Total implementation time broken out by onsite and offsite.	
15	Cost to include yearly maintenance if applicable.	
Total for Major Category Total Cost for Phase II		
Total Vendor Rating Score Cost for Phase II		

*** Volusia County Schools Reserves the Right to Make Changes to this Document as Needed**

Completed By	
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References

Reference # 1			
Reference's Organization		Name of Person Contacted	Phone Number
Name of Product Used		Market Served (i.e. K-12, Higher Education, Private Business)	Date Contacted
16	Alignment to our Vertical Market (Education)		
17	Proximity to Volusia County Schools		
18	Satisfaction with Product		
19	Satisfaction with Implementation		
20	Satisfaction with Vendor Support		
			Total Major Category Reference # 1

Reference # 2			
Reference's Organization		Name of Person Contacted	Phone Number
Name of Product Used		Market Served (i.e. K-12, Higher Education, Private Business)	Date Contacted
21	Alignment to our Vertical Market (Education)		
22	Proximity to Volusia County Schools		
23	Satisfaction with Product		
24	Satisfaction with Implementation		
25	Satisfaction with Vendor Support		
			Total Major Category Reference # 2

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Reference # 3		
Reference's Organization	Name of Person Contacted	Phone Number
Name of Product Used	Market Served (i.e. K-12, Higher Education, Private Business)	Date Contacted
26	Alignment to our Vertical Market (Education)	
27	Proximity to Volusia County Schools	
28	Satisfaction with Product	
29	Satisfaction with Implementation	
30	Satisfaction with Vendor Support	
	Total Major Category Reference # 3	
		XXXXXXXXXX
	Total Vendor Rating Score for References # 1, # 2 & # 3	

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RATING SUMMARY

SUMMARY FOR VENDOR : _____

TOTALS:

	Total Vendor Rating Score Functional Criteria Phase I	
	Total Vendor Rating Score Functional Criteria Phase II	
	Total Vendor Rating Score – Functional Criteria	

	Total Vendor Rating Score - References	
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	Total Vendor Rating Score Cost for Phase I	
	Total Vendor Rating Score Cost for Phase II	
	Total Vendor Rating Score - Cost	

Executive Summary		
Functional Criteria	75%	
References	15%	
Cost	10%	
Total:		