



**DALLAS COUNTY
PURCHASING DEPARTMENT**

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June 26, 2026

**ADDENDUM #2
RFP 2026-027-7112 – IT END-USER SUPPORT, ASSET MANAGEMENT, AND IT EQUIPMENT
WAREHOUSING SERVICES**

Whereas,

By way of this addendum, answers will be provided to the questions submitted.

Answers to questions are as follows:

Question 1: We are having issues opening the pricing sheet attachment. Would you be able to investigate any external access restrictions attached to the Pricing Sheet and upload a new version?

Answer 1: Yes. The issue was investigated, and a revised pricing spreadsheet was issued through Addendum No. 1. The updated spreadsheet has been uploaded and is available among the solicitation documents.

Question 2: Does this include the recycling of electronics?

Answer 2: Recycling and e-waste disposal are not included in the scope of this RFP. The vendor will prepare equipment for disposal in accordance with County procedures, but all recycling activities are handled by the County or its designated partners

Question 3: Is Dallas County prioritizing: Lowest cost, Operational stabilization, Transformation/automation, Long-term strategic managed services partner?

Answer 3: All requirements for this service are defined in the RFP. Vendors should base their proposals solely on the specifications, service levels, and volumes provided. The County does not provide additional operational details beyond what is published.

Question 4: What is the approved budget range and current annual spend for: Service Desk Desktop Support Asset Management Warehousing Related tooling/services - Are there liquidated damages, at-risk fees, or financial penalties beyond stated SLA credits?

Answer 4: The approved budget range and current annual expenditure for the services identified in this solicitation will not be disclosed, as this is a competitive procurement process. The resulting contract may include liquidated damages, at-risk fees, or other financial penalties

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in addition to any stated SLA credits. Any such provisions will be negotiated with the highest-ranked firm during contract negotiations.

Question 5: How are future scope increases handled commercially, including: Additional locations, Elections Staffing increases, new technologies, and Expanded support requirements?

Answer 5: Per the solicitation document (Page 8), the vendor is required to support surge operations, including but not limited to election cycles, disaster response and emergency operations, court schedule changes or extended sessions, and County-declared special events. The vendor shall provide an approach for supporting such events and demonstrate the ability to scale services accordingly. Any future scope increases, including additional locations, staffing increases, implementation of new technologies, or expanded support requirements, would be addressed in accordance with the contract terms and applicable change management processes, with pricing and resource adjustments negotiated as necessary.

Question 6: Is the County open to phased staffing ramp-up during transition/stabilization, or are full SLA obligations expected immediately at go-live? Are incumbent staff expected to transition to the awarded vendor, and if so, under what conditions?

Answer 6: Dallas County is open to a phased transition approach that supports continuity of operations and minimizes service disruption. Respondents should propose an implementation strategy that achieves required service levels while effectively managing transition activities. Dallas County makes no representation regarding the transition of incumbent personnel to the successful respondent.

Question 7: Are there contractual caps on annual rate increases, inflation adjustments, or pass-through costs?

Answer 7: The Pricing Spreadsheet allows vendors to propose different annual pricing for each year of the contract term. Please note that the solicitation states that proposed pricing shall remain firm for the first 12 months of the contract unless otherwise specified. Costs not included in or accounted for within the proposed pricing will not be paid by the County, regardless of whether such costs were incurred by the respondent. Price increases are not automatic. Any requested price increase must be submitted annually by the respondent, supported by appropriate justification, and may not exceed 5% per year. Approval of any price increase is subject to the County's review and discretion.

Question 8: Can Dallas County provide 6–12 months of detailed operational data, including: Ticket volumes by priority/category, Call volumes by interval, Escalation rates, Dispatch volumes by location, After-hours/weekend activity, Surge/event volumes, SLA attainment CSAT, Backlog trends, Asset deployment/refresh volumes, Staffing schedules/models, Repeat incident trends. What are the current operational baselines for: SLA attainment CSAT, First Contact Resolution, Backlog MTTR, Escalation rates, After-hours demand, Onsite dispatch frequency.

Answer 8: Dallas County will provide certain operational information in Exhibit A. Please note that the information provided represents the County's best effort to supply available historical

data and operational metrics. Some requested data may not be available in the format requested or may be incomplete.

With respect to the current operational baselines, the existing SLA metrics are not applicable for comparison purposes, as the proposed agreement includes a new set of service level requirements and performance standards. Therefore, Dallas County is unable to provide baseline measurements for the new SLA metrics.

Respondents should review Exhibit A for the available operational data and use their expertise and assumptions, as appropriate, when developing their proposed solutions. Respondents are responsible for using the information provided and exercising their own professional judgment when developing staffing models and pricing assumptions.

Question 9: What percentage of tickets currently require onsite resolution versus remote resolution? What are the current major incident frequencies and top recurring operational problems?

Answer 9: Dallas County will provide certain operational information in Exhibit A. Please note that the information provided represents the County's best effort to supply available historical data and operational metrics. Some requested data may not be available in the format requested or may be incomplete. Detailed operational metrics will be provided to the awarded vendor during transition and implementation planning as necessary to support staffing and solution design activities.

Question 10: What surge volumes should realistically be expected for: Elections Emergencies Public Safety Incidents Court Events Major County initiatives

Answer 10: Vendors must propose an approach for managing surge events as part of their service delivery model. Surge volumes are most expected during major election periods. The County does not provide specific surge volume estimates and expects respondents to recommend an appropriate staffing and resource strategy to address such events.

Question 11: What staffing model does the County expect: Approximate onsite headcount Dedicated vs shared resources Required onsite coverage by location Current staffing levels? Is there flexibility in requirements for: Warehouse location CJIS onboarding timelines? Are there union, badge access, courthouse, detention facility, or other environmental restrictions impacting staffing operations? What percentage of the environment is considered CJIS-regulated or high-security?

Answer 11: The proposed onsite staffing model, including approximate onsite headcount and the use of dedicated versus shared resources must be recommended by the respondent as part of its proposed solution and service delivery approach.

Prior to contract award, the selected vendor must be compliant with all applicable Criminal Justice Information Services (CJIS) requirements. Dallas County maintains secured facilities and environments; therefore, the selected vendor will be required to coordinate with Dallas County IT and comply with all applicable security, access, background screening, and onboarding requirements necessary to obtain access to County facilities and systems.

Dallas County is unable to provide a percentage of the environment that is CJIS-regulated or considered high-security. Respondents should assume that services may be performed in secure environments and should propose staffing and operational models accordingly.

Any requirements related to warehouse locations, onboarding timelines, badge access, courthouse facilities, detention facilities, or other operational considerations will be addressed during contract implementation and coordination with the selected vendor.

Question 12: What is the exact scope and expectation for the ServiceNow/ITSM transition, including: Licensing ownership Implementation responsibility Integrations Migration scope Timeline Funding? Is the County committed to ServiceNow specifically, or are alternative ITSM/ITAM platforms acceptable?

Answer 12: The County currently utilizes enterprise technologies including Ivanti, Microsoft Configuration Manager (SCCM/MECM), CMDB, Cisco Call Manager, Calabrio, and related supporting technologies. Future platform strategy will be determined through this procurement process, and respondents are encouraged to propose solutions consistent with the objectives identified in the solicitation.

Respondents are expected to propose their recommended platform approach, including licensing model, implementation responsibility, integration requirements, migration strategy, timeline, and funding approach as part of their solution. The County is seeking a vendor-proposed design rather than prescribing a specific tool or implementation structure.

Question 13: Are current Ivanti, SCCM, CMDB, Cisco Call Manager, Calabrio, and asset management environments stable, documented, and operationally mature?

Answer 13: Yes. The current Ivanti, SCCM, CMDB, Cisco Call Manager, Calabrio, and asset management environments are stable, documented, and operationally mature, supporting the County's day-to-day operational needs. That said, while these platforms are functioning effectively, the County expects the incoming vendor to perform an assessment of the existing environments and recommend opportunities to improve operational maturity, automation, integration, governance, and overall service delivery. The vendor must identify best practices and provide a roadmap for continuous improvement to further enhance the long-term effectiveness and maturity of these platforms.

Question 14: What integrations are mandatory for Day 1 operations versus future-state enhancements?

Answer 14: The vendor is required to implement integrations with all systems identified in the solicitation document as part of Day 1 (contract commencement) operations to ensure continuity of ITSM/ITAM services. Any additional integrations not explicitly identified in the solicitation will be considered future-state enhancements and may be addressed post-go-live through a change order.

Question 15: Are automation and AI outcomes contractual obligations or future-state objectives only? Are there existing documentation, SOP, workflow, or knowledge management

deficiencies the awarded vendor will be expected to remediate?

Answer 15: Automation and AI outcomes will be applicable under the new contract and are expected to evolve as part of ongoing service improvement rather than immediate standalone deliverables. The awarded vendor will also be expected to work with existing documentation, SOPs, workflows, and knowledge management materials, which may contain gaps or inconsistencies, and to use them as a foundation to further develop, standardize, and continuously improve operational documentation and processes throughout the contract term.

Question 16: Does Dallas County expect the warehouse facility to be fully operational at contract start, or is phased deployment acceptable? What is the current inventory accuracy level and condition of CMDB/asset records?

Answer 16: The County maintains operational asset and configuration records that support current business operations. The awarded vendor will be expected to validate existing records and recommend opportunities to improve governance, reconciliation, and data quality throughout the contract term.

Question 17: What are the annual (estimates are acceptable): Deployment volumes, Refresh volumes, Disposal volumes, Repair volumes, Emergency dispatch volumes?

Answer 17: Dallas County refreshes approximately 1,200–1,600 endpoint devices annually, subject to budget appropriations and departmental priorities. Hardware procurement is funded separately by the County. Vendor pricing should include receiving, imaging, staging, deployment, inventory updates, and asset disposition activities associated with County-directed refresh initiatives unless otherwise specified.

The County does not have historical or projected annual estimates for deployment, disposal, repair, or emergency dispatch volumes. Respondents should use the refresh volume provided above for planning purposes and describe their approach to supporting fluctuations in service demand.

Question 18: Is existing warehouse staff, infrastructure, or tooling transferable to the awarded vendor?

Answer 18: No. The County does not anticipate transferring existing warehouse staff, infrastructure, or tool to the awarded vendor as part of this engagement.

The awarded vendor will be expected to provide and manage the personnel, processes, tools, and supporting infrastructure necessary to perform the contracted warehouse and logistics services. The County will collaborate with the selected vendor during the transition period to facilitate knowledge transfer and ensure continuity of operations, while expecting the vendor to recommend process improvements and operational efficiencies that enhance the overall maturity and effectiveness of warehouse and asset lifecycle management services over the term of the contract.

Question 19: Are there existing issues with: Lost assets, Audit findings, Chain-of-custody tracking, CJIS compliance gaps?

Answer19: The County is not aware of any systemic issues related to lost assets, audit findings, chain-of-custody tracking, or Criminal Justice Information Services (CJIS) compliance gaps that materially impact current operations. Existing processes and controls are in place to support asset accountability, inventory management, and compliance requirements.

As part of its managed services responsibilities, the awarded vendor will be expected to validate existing processes, maintain compliance with applicable County policies and regulatory requirements, and identify opportunities for continuous improvement in asset governance, chain-of-custody documentation, audit readiness, and lifecycle management to further strengthen operational maturity over the life of the contract.

Question 20: How much operational risk and financial exposure is tied to SLA penalties during transition and stabilization periods?

Answer 20: The successful respondent will be subject to the SLA requirements, service credits, and financial penalties identified in the solicitation and resulting contract, including during the transition and stabilization periods unless otherwise specified. Respondents are responsible for evaluating and pricing the associated operational and financial risks in their proposals.

Question 21: Does the County already have: Documented SOPs Knowledge articles Operational runbooks Asset Standards Workflow documentation Transition documentation available from the incumbent?

Answer 21: Yes, the County does have Standard Operating Procedures (SOPs) and a substantial library of knowledge articles that support current operations. Relevant documentation, including SOPs, knowledge articles, and other operational materials available to the County, will be shared with the highest-ranked vendor during the transition process, as appropriate.

Question 22: What concerns does the County have regarding transition from the incumbent provider? Is Dallas County expecting immediate transformation outcomes, or is there acceptance of a phased approach: stabilization → optimization → automation/AI enablement?

Answer 22: The County does not have any specific concerns regarding the transition from the incumbent provider. The transition timeline and approach will be collaboratively developed and agreed upon with the selected vendor to ensure continuity of services and minimize operational risk.

The County does not expect immediate transformation outcomes. Rather, it anticipates a phased approach that prioritizes stabilization, followed by optimization and continuous improvement initiatives, including automation and AI-enabled capabilities where appropriate. The selected vendor's expertise, recommendations, and industry best practices will be taken into consideration when developing the transition and transformation roadmap.

Question 23: Do you expect the vendor to bring their own software to help manage end user support, asset management and IT warehousing or will Dallas County be providing their own software? If Dallas County is providing their own software, what do you use today?

Answer 23: The County intends to utilize the enterprise platforms that support IT Service Management, IT Asset Management, endpoint management, and related operational functions as part of its strategic technology roadmap. The awarded vendor will be expected to administer, configure, support, and optimize these platforms while recommending enhancements that improve automation, integration, operational efficiency, and overall service maturity. Vendors may propose complementary tools or capabilities that add value; however, any proposed solution should integrate with or complement the County's strategic platform direction.

Question 24: How many IT fulfillers does Dallas today?

Answer 24: The County currently utilizes a combination of County personnel and contracted resources to deliver IT services across multiple operational disciplines. Staffing levels continue to evolve based on business needs and organizational priorities. Proposers must propose an appropriately staffed solution capable of meeting the service levels and performance objectives defined in the solicitation.

Question 25: Would you please list out the following types of assets and quantities: o Servers o End User Computer o Network Devices: o Monitor: o Printer: o Storage: o Software Subscription Users

Answer 25: Dallas County maintains approximately 10,000 endpoint and related technology assets supporting a diverse operational environment across multiple departments and facilities. The County does not maintain a centralized inventory report that categorizes assets by the specific device types requested for purposes of this solicitation.

Respondents should utilize the device estimates, facility information, and operational scope described throughout the solicitation and associated exhibits when developing their proposed staffing model, service delivery approach, assumptions, and pricing.

Question 26: Is the County seeking to contract with a provider using existing systems/software in place today, or are you seeking a provider to furnish the tools as part of a comprehensive service?

Answer 26: The County's intent is to establish a strategic managed services partnership that leverages the County's existing and planned enterprise technology platforms while enabling continuous improvement and modernization. The awarded vendor will be expected to support, administer, optimize, and enhance the County's technology ecosystem and may recommend complementary tools or capabilities where they provide measurable operational value. The County is not seeking a wholesale replacement of its strategic platforms but rather a partner capable of maximizing their effectiveness through industry best practices and innovation.

Question 27: Can you confirm the systems/software the County currently uses or plans to use for the solution?

Answer 27: The County currently utilizes enterprise technologies including Ivanti, Microsoft Configuration Manager (SCCM/MECM), CMDB, Cisco Call Manager, Calabrio, and related supporting technologies. Future platform strategy will be determined through this procurement

process, and respondents are encouraged to propose solutions consistent with the objectives identified in the solicitation.

Question 28: Are you requiring minimum qualifications/certifications for those systems from the service bidders?

Answer 28: The County expects proposers to demonstrate experience, technical expertise, and certifications relevant to the technologies proposed and supported under the contract. Industry-recognized certifications, including ServiceNow, ITIL, Microsoft, Cisco, and other applicable platform certifications, are highly desirable and should align with the services being proposed.

Question 29: How long has Dallas County been on Ivanti, and how many years of historical data (tickets, assets, CIs) need to be migrated?

Answer 29: The County has utilized Ivanti for several years as its ITSM platform. The final scope and duration of historical ticket, asset, and Configuration Item (CI) data migration will be determined during project planning and discovery. The awarded vendor must propose an approach that preserves necessary operational and historical data while minimizing business disruption.

Question 30: What is the current volume of active/open tickets in Ivanti at any given time?

Answer 30: Ticket volumes fluctuate based on operational demand and seasonal activity. Detailed operational metrics will be provided to the awarded vendor during transition and implementation planning as necessary to support staffing and solution design activities.

Question 31: How many CI records are currently in the Ivanti CMDB, and what is the assessed quality/completeness of that data today?

Answer 31: The County maintains an active CMDB supporting IT operations and service management functions. The data is considered operationally reliable and supports current business needs. The awarded vendor will be expected to assess data quality, validate relationships, and recommend opportunities to improve CMDB maturity, completeness, and governance.

Question 32: How many asset records exist in Ivanti ITAM, and are hardware and software assets tracked separately or in the same repository?

Answer 32: The County maintains hardware and software asset inventories within its IT Asset Management processes. Detailed inventory counts will be made available during transition activities as appropriate. The awarded vendor will validate existing records and recommend enhancements to asset lifecycle management, reconciliation processes, and inventory governance.

Question 33: Are there custom workflows, forms, or process configurations in Ivanti that must be replicated in ServiceNow, or is this a clean-slate process design opportunity?

Answer 33: The County has existing workflows, forms, and process configurations that support

current business operations; however, any future solution should not be considered a one-for-one replication of the existing environment. The County expects the awarded vendor to evaluate current processes, preserve critical business functionality where appropriate, and recommend modernized workflows and configurations that align with industry best practices, improve operational efficiency, and support the County's long-term service management objectives.

Question 34: Do you currently have an IT Service portal? If so, how many different types of services do you offer to constituents? (Service Catalog Items)

Answer 34: The County currently provides self-service capabilities for IT services. The service catalog and available request offerings continue to evolve based on business needs. The awarded vendor should support expansion and optimization of the service catalog and self-service capabilities as part of continuous service improvement.

Question 35: Who currently owns and administers Ivanti — Dallas County IT staff or is the incumbent managed services vendor?

Answer 35: Ivanti is owned by Dallas County and administered through a collaborative operational model involving County personnel and contracted support resources. The future operating model will be defined through this procurement and the responsibilities of the awarded vendor.

Question 36: For ServiceNow ITSM, which capabilities are in scope? (Incident, Request, Problem, Change, Knowledge Management, EC Portal)

Answer 36: The future ITSM solution will support core ITSM capabilities, including Incident Management, Request Management, Problem Management, Change Management, Knowledge Management, Configuration Management, and a self-service portal. While the County is evaluating its future platform strategy, the final technology solution and scope of capabilities will be determined through the procurement process and subsequent project planning. The awarded vendor will be expected to recommend and implement industry best practices that align with the County's operational objectives and long-term service management maturity goals.

Question 37: Will the portal need to be accessible to contractors and non-Active Directory users?

Answer 37: The proposed solution should support secure access for authorized users as required by County business operations. Respondents should describe their recommended authentication approach for County employees, authorized contractors, and other approved users while maintaining compliance with applicable County security policies, identity management standards, and CJIS requirements where applicable.

Question 38: For Hardware Asset Management (HAM) - are you intending to track end-user compute, Infrastructure, or both?

Answer 38: The County intends for the Hardware Asset Management solution to support

comprehensive lifecycle management of both end-user computing devices and infrastructure assets. The awarded vendor should recommend industry best practices for asset classification, lifecycle governance, reconciliation, reporting, and integration with configuration management processes to maximize operational maturity and asset visibility.

Question 39: The RFP requires barcode and/or RFID asset tagging — will ServiceNow be the system of record for physical scans, or will a separate WMS integrate with ServiceNow?

Answer 39: Respondents should propose their recommended architecture consistent with Answer 12

The County is not prescribing a specific system of record for barcode or RFID asset tracking. Respondents should propose their recommended solution architecture, including whether the ITSM/ITAM platform will serve as the system of record for physical asset scans or whether a separate warehouse management system (WMS) or another tool will integrate with the ITSM/ITAM platform. The proposed approach should include all relevant integrations and data flow between systems as part of the overall asset management solution.

Respondents are expected to propose their recommended platform approach, including licensing model, implementation responsibility, integration requirements, migration strategy, timeline, and funding approach as part of their solution. The County is seeking a vendor-proposed design rather than prescribing a specific tool or implementation structure.

Question 40: Are consumables (keyboards, mice, cables, power adapters) tracked individually or by quantity/bin?

Answer 40: The County maintains inventory management processes for consumable items appropriate to operational needs. The awarded vendor will be expected to maintain appropriate inventory controls and recommend best practices for tracking, replenishment, and warehouse management that improve operational efficiency and accountability.

Question 41: Does the County require integration with their purchasing/procurement system (the P280 form process referenced in Exhibit G)?

Answer 41: No. The County does not require integration with its purchasing/procurement system, including the P280 form process referenced in Exhibit G.

Question 42: What is the funding source tracking requirement — are assets tied to grant funding codes or departmental budgets?

Answer 42: The County maintains financial accountability for assets in accordance with applicable County policies and funding requirements. The proposed solution should support the ability to associate assets with departmental ownership and other financial or funding attributes, as required, while providing sufficient flexibility to accommodate future business requirements.

Question 43: Is Contract Management for hardware warranties in scope within ServiceNow?

Answer 43: The proposed solution must support the management and visibility of hardware warranty information and other asset lifecycle attributes necessary to effectively manage County-owned technology assets throughout their lifecycle.

Question 44: For Hardware Asset Management (HAM), are you intending to manage full end-to-end asset lifecycles

Answer 44: Yes. The County intends for the Hardware Asset Management solution to support the complete asset lifecycle, including procurement, receiving, inventory management, deployment, relocation, maintenance, refresh, recovery, redeployment, surplus, and disposal activities in accordance with County policies and applicable regulatory requirements.

Question 45: Is Software Asset Management in Scope

Answer 45: Software Asset Management capabilities are expected to be supported as part of the County's overall IT Asset Management program to the extent necessary to manage software inventory, licensing information, and lifecycle activities associated with County-managed assets. The awarded vendor must describe its approach to supporting software asset governance and recommend best practices that enhance visibility, compliance, and operational maturity consistent with the scope of services defined in the solicitation.

Question 46: If Software Asset Management is in scope, how many unique software titles are in the environment? Please list your top 5 installed software publishers

Answer 46: The primary focus of this solicitation is the management of the IT End-user Support, Asset Management and IT Equipment Warehousing Services. Detailed software inventory information, including the number of software titles and publisher distribution, is not provided as part of this procurement. To the extent that software asset information supports hardware asset lifecycle management and related operational processes, the awarded vendor will be expected to assess the existing environment during transition activities and recommend opportunities for process improvement consistent with the scope of services.

Question 47: If Software Asset Management is in scope, please list your top 5 SaaS providers.

Answer 47: This solicitation is focused on IT Asset Lifecycle Management and Warehousing & Logistics services rather than the management of specific Software-as-a-Service (SaaS) applications. Accordingly, detailed SaaS application inventories are not included as part of this procurement. The awarded vendor should demonstrate the ability to support asset lifecycle processes and associated technology inventories, where applicable, in accordance with the requirements of the solicitation.

Question 48: Is Microsoft 365 license reconciliation a specific requirement, given that M365 is heavily referenced throughout the RFP?

Answer 48: The County expects the awarded vendor to support software inventory visibility and license management activities associated with the services provided under this contract, including Microsoft 365 licensing to the extent applicable to services within the scope of this contract.

Question 49: Is there an existing software license repository or contract management system, or will entitlement data need to be manually loaded?

Answer 49: The County maintains software licensing information through existing operational processes and systems. The awarded vendor will be expected to assess available entitlement information during transition activities and recommend opportunities to improve software asset governance and lifecycle management processes where appropriate.

Question 50: For CMDM & Discovery - what is expected method for populating and maintaining CMDB? SN Discovery, SCCM/Intune, 3rd party agents, or combo?

Answer 50: The County expects the Configuration Management Database (CMDB) to be maintained through appropriate discovery mechanisms, system integrations, and governance processes that ensure the accuracy and integrity of configuration information. Proposers must describe their recommended approach for maintaining configuration data utilizing industry best practices and available enterprise data sources.

Question 51: There is mention of MobileIron for iPads - does this need to feed into CMDB?

Answer 51: The County expects configuration and asset information for managed mobile devices to be appropriately represented within its overall asset and configuration management processes. Proposers must describe their recommended approach for integrating mobile device management information to support a comprehensive and accurate enterprise inventory.

Question 52: How many unique CI classes need to be modeled (servers, workstations, laptops, mobile, network kit, printers, etc.)

Answer 52: Dallas County has not prescribed a specific number of Configuration Item (CI) classes for the proposed solution. Respondents must propose a Configuration Management approach that appropriately models the County's enterprise technology environment, including end-user devices, infrastructure components, network equipment, software, and other relevant configuration items necessary to support effective IT Service Management and Asset Management practices.

Question 53: Does ServiceNow need to be deployed in a FedRAMP-authorized environment to satisfy CJIS requirements?

Answer 53: The County requires that all proposed solutions comply with applicable federal, state, and local security requirements, including Criminal Justice Information Services (CJIS) requirements where applicable. Respondents should propose architecture that satisfies all applicable security and compliance obligations associated with the services being provided. The County has not prescribed a specific hosting environment or deployment model as part of this solicitation.

Question 54: What role-based access control requirements exist — which ServiceNow data must be restricted from non-CJIS-cleared staff?

Answer 54: The County has not prescribed specific role-based access control (RBAC) matrices or predefined data restrictions within ServiceNow or any other ITSM/ITAM platform.

Respondents are expected to propose a security and access control model that complies with applicable federal, state, and local regulations, including CJIS requirements where applicable. This includes identifying and restricting access to sensitive or CJIS-related data from non-CJIS-cleared personnel, and defining appropriate role-based permissions, segregation of duties, and audit controls as part of the proposed solution architecture.

The proposed RBAC approach must be included in the vendor's overall security and compliance design, including how restricted data will be classified, accessed, monitored, and audited.

Question 55: What data is required to be migrated from Ivanti to ServiceNow at go-live — open tickets only, or historical closed tickets as well?

Answer 55: The final scope of data migration will be determined during transition planning and discovery activities. The County expects the awarded vendor to recommend a migration strategy that preserves the operational and historical data necessary to support business continuity, reporting, compliance, and service management objectives. At a minimum, the proposed approach should address the migration of active operational records and identify any historical data recommended for retention based on business and regulatory requirements.

Question 56: Are all asset records to be migrated, or only active/deployed assets?

Answer 56: The final scope of any asset data migration will be determined during transition planning and discovery activities. The County expects the awarded vendor to assess the existing asset inventory and recommend an approach that preserves the data necessary to support ongoing operations, reporting, compliance, and asset lifecycle management while minimizing unnecessary legacy data migration.

Question 57: How many knowledge base articles exist in Ivanti, and what format are they in?

Answer 57: The County maintains knowledge management content to support IT service delivery and operational processes. Detailed knowledge article inventories and formats are not provided as part of this solicitation. The awarded vendor will be expected to assess existing knowledge assets, preserve business-critical content as appropriate, and recommend improvements that enhance knowledge management effectiveness and user self-service capabilities.

Question 58: The RFP requires a parallel-run period before cutover — what is the expected duration, and does that require dual-entry or read-only access to Ivanti?

Answer 58: The County expects the awarded vendor to develop a comprehensive transition and cutover plan that includes appropriate validation, testing, and risk mitigation activities to ensure continuity of operations. The duration and execution of any parallel-run period, including system access requirements and data synchronization strategies, will be finalized collaboratively during project planning and implementation based on the proposed solution and

transition methodology.

Question 59: Please provide the following current-state contact volume data for the most recent 12 months: (a) total monthly ticket volume broken down by priority level (P1–P4), channel (phone, email, portal, chat, walk-up), and department; (b) total monthly call volume and clarification of whether the ~3,800 figure represents phone-only or all channels; (c) the top 10 ticket categories by volume; and (d) the call-to-ticket conversion rate (i.e., what percentage of calls result in a ticket).

Answer 59: Some of the requested current-state contact volume data is not available in the level of detail requested.

Where available, relevant operational information has been provided in Exhibit A. The County has made its best effort to include historical data that is reasonably accessible and representative of current operations.

Respondents should review Exhibit A and incorporate appropriate assumptions in their proposed solution where detailed breakdowns (including channel-level distribution, category-level segmentation, and conversion rates) are not explicitly provided.

Question 60: Please provide a full device inventory breakdown for the ~10,000 devices, including: (a) count by device type (desktop, laptop, tablet, rugged tablet, mobile phone, VoIP phone, hotspot) and primary department/use case for specialty devices such as rugged tablets; (b) operating system distribution (Windows 10, Windows 11, macOS, iOS, Android) and supported versions; (c) Mac-specific MDM in use (JAMF or other) alongside Intune; (d) count of Intune-managed phones vs. MobileIron-managed iPads; and (e) distribution by facility or location.

Answer 60: Dallas County maintains approximately 10,000 endpoint and related technology assets supporting a diverse operational environment across multiple departments and facilities. Detailed inventory reporting, including device counts by type, operating system distribution, mobile device management assignments, departmental allocation, and facility-level distribution, is not maintained in a centralized reporting format for purposes of this solicitation. Respondents should utilize the device estimates, facility information, and operational scope described throughout the solicitation and associated exhibits when developing their proposed staffing model, service delivery approach, and pricing.

Dallas County currently utilizes a combination of enterprise endpoint management technologies, including Microsoft Intune and other County-approved management platforms, to support endpoint lifecycle management. Additional technical and inventory information necessary to support transition planning and implementation activities will be provided to the successful Vendor following contract award.

Question 61: Please confirm the County's current Ivanti Neurons footprint - module list, customizations, integrations, and named/concurrent user counts - so the migration scope can be sized.

Answer 61: Dallas County has not established a formal baseline CMDB accuracy percentage

for the Ivanti Neurons platform. The successful Vendor will be expected to maintain accurate configuration and asset relationships through standardized asset lifecycle processes, periodic reconciliation activities, and continuous governance practices.

Question 62: How many IT fulfillers does Dallas today?

Answer 62: Please refer to question Addendum 2, answer 24, which states: "The County currently utilizes a combination of County personnel and contracted resources to deliver IT services across multiple operational disciplines. Staffing levels continue to evolve based on business needs and organizational priorities. Proposers must propose an appropriately staffed solution capable of meeting the service levels and performance objectives defined in the solicitation."

Question 63: Would you please list out the following types of assets and quantities: Servers End User Compute Network Devices: Monitor: Printer: Storage: Software Subscription Users

Answer 63: Dallas County maintains approximately 10,000 endpoints and related technology assets supporting a diverse operational environment across multiple departments and facilities. The County does not maintain a centralized inventory report that categorizes assets by the specific device types requested for purposes of this solicitation.

Respondents should utilize the device estimates, facility information, and operational scope described throughout the solicitation and associated exhibits when developing their proposed staffing model, service delivery approach, assumptions, and pricing.

Question 64: Do you expect the vendor to bring their own software to help manage end user support, asset management and IT warehousing or will Dallas County be providing their own software?

Answer 64: Please refer to addendum 2, answer 23, which states: "The County anticipates providing the enterprise platforms that support IT Service Management, IT Asset Management, endpoint management, and related operational functions as part of its strategic technology roadmap. The awarded vendor will be expected to administer, configure, support, and optimize these platforms while recommending enhancements that improve automation, integration, operational efficiency, and overall service maturity. Vendors may propose complementary tools or capabilities that add value; however, any proposed solution should integrate with or complement the County's strategic platform direction"

Question 65: If Dallas County is providing their own software, what do you use today?

Answer 65: The County currently utilizes a combination of enterprise technologies to support IT Service Management, IT Asset Management, endpoint management, configuration management, telephony, workforce management, and related operational functions. The County's future technology strategy will be determined in accordance with business needs and procurement activities. The awarded vendor will be expected to support and optimize the County's approved technology platforms while recommending opportunities for continuous improvement.

Question 66: Do Dallas County still have facilities in George Allen for Desktop technicians to work out of?

Answer 66: Dallas County will provide the awarded vendor with reasonable access to County facilities necessary to perform the contracted services. Specific workspace assignments and operational logistics will be coordinated during transition planning and implementation.

Question 67: Page 23 Warehouse Transition Plan indicate that Dallas County outsource to a 3rd party for warehouse management services. Who is the 3rd party provider?

Answer 67: The identity of the incumbent service provider is not material to the scope of this solicitation. The awarded vendor will receive the information necessary to support an orderly transition during contract implementation.

Question 68: Can warehouse be farther than 25 miles and not located in Dallas County to meet the requirements?

Answer 68: No. Proposals should comply with the warehouse location requirements identified in the solicitation unless otherwise authorized by Dallas County through a formal addendum.

Question 69: Can service desk be located farther than 25 miles and not be in Dallas County and meet Dallas County requirements? Example 37 miles in Collin County?

Answer 69: Proposals should comply with the solicitation requirements. Any deviation may render a proposal non-responsive unless otherwise authorized by formal written addendum.

Question 70: When do Dallas County anticipate start date after contract is awarded?

Answer 70: The anticipated contract start date will be established following contract award and successful completion of all required approvals. The County expects the awarded vendor to promptly begin transition planning and implementation activities in accordance with the agreed-upon project schedule.

Question 71: Should the Desktop support contract for the elections department cover after hours support in the form of on call or will this be additional cost

Answer 71: Proposers must include all staffing and support necessary to meet the service level requirements and operational support obligations identified in the solicitation, including support for critical business functions and election-related activities as applicable. Any assumptions or exclusions should be clearly identified within the proposal

Question 72: The RFP requires daily onsite support from 7:00 AM–5:00 PM Monday through Friday at critical locations and states that the vendor should propose the support model. Please confirm whether Dallas County requires a minimum number of dedicated onsite technicians at each listed location, or whether a roaming/zone-based field support model is acceptable. Also, please confirm whether the County will provide workspace, badges, network access, parking, and any vehicles, or if all travel/vehicle/parking costs should be included in vendor pricing.

Answer 72: The County expects the awarded vendor to propose a staffing and support model that meets or exceeds the service levels and response time requirements established in the solicitation. The County is not prescribing a specific deployment methodology, provided the proposed solution effectively supports County operations. The County will provide reasonable access to facilities, security credentials, and system access necessary to perform contracted services. Unless otherwise specified in the solicitation, proposers should include all costs associated with personnel transportation, vehicles, travel, parking, equipment, and other operational expenses necessary to fulfill the requirements of the contract.

Question 73: Please clarify whether transition-in activities, surge/event coverage, after-hours/on-call L2 support, election support, disaster/emergency support, device refresh projects, and other special IT projects should be included in the fixed recurring managed services price, priced separately as optional/on-demand services, or shown as separate one-time line items in the Pricing Spreadsheet. Please also confirm the expected service commencement/go-live date after award.

Answer 73: Please refer to addendum 2, Answer 5, which states, "per the solicitation document (Page 8), the vendor is required to support surge operations, including but not limited to election cycles, disaster response and emergency operations, court schedule changes or extended sessions, and County-declared special events. The vendor shall provide an approach for supporting such events and demonstrate the ability to scale services accordingly. Any future scope increases, including additional locations, staffing increases, implementation of new technologies, or expanded support requirements, would be addressed in accordance with the contract terms and applicable change management processes, with pricing and resource adjustments negotiated as necessary."

Accordingly, respondents should include support for the identified surge operations as part of their proposed solution. Any future scope increases beyond the awarded scope would be addressed through the contract's change management process. The anticipated service commencement/go-live date will be established during contract negotiations and implementation planning following award.

Question 74: Who is the current incumbent for (a) Service Desk, (b) Field Support, (c) ITAM, and (d) Warehouse operations? Does Dallas County have any expectation or preference regarding the retention or rebadging of incumbent personnel?

Answer 74: Dallas County makes no representation regarding incumbent personnel or future employment opportunities with the successful respondent. Respondents should independently develop staffing plans sufficient to meet solicitation requirements.

Question 75: We would like to confirm that there are no bonding requirements associated with this scope of work. We have previously been unable to contract with the city for temporary help services because of bonding requirements. Does this project require bonding?

Answer 75: No, bonding is not required for this solicitation.

Question 76: What has historically been the County's biggest pain points in the service lines in scope? What are the County's top operational pain points and desired outcomes for the first 90, 180, and 365 days?

Answer 76: The County's objective is to establish a managed services partnership that enhances service delivery through standardized processes, improved operational efficiency, automation, asset lifecycle management, customer experience, reporting, and continuous service improvement. The awarded vendor will be expected to assess the current operating environment and develop a transition and optimization roadmap that delivers measurable operational improvements over the course of the contract.

Question 77: Are there any concurrent transformation initiatives (e.g., Windows 11 refresh, M365 E5 rollout) that will run in parallel and require the Vendor's coordination or staffing?

Answer 77: The County periodically executes technology modernization initiatives consistent with operational and strategic priorities. The awarded vendor should anticipate coordinating with County project teams and supporting technology initiatives that may occur during the contract term as required to maintain continuity of operations.

Question 78: Please clarify the boundary between Vendor-owned L2 onsite support and County-owned L3 "engineering and system ownership" — Does county L3 support cover endpoint engineering, image engineering, SCCM/Intune package authoring, AD object management etc.?

Answer 78: The County anticipates retaining responsibility for enterprise engineering, architecture, and platform ownership functions, while the awarded vendor will provide the operational support services defined within the solicitation. Specific operational responsibilities and support boundaries will be finalized during transition planning and governance activities to ensure clear accountability and effective service delivery.

Question 79: Please confirm whether printer/MFP fleet break/fix is end-to-end Vendor responsibility or whether the County retains the OEM print services contract. If vendor need to manage the printers, please provide the Make/Model and quantity information

Answer 79: The scope of printer and multifunction device support is limited to the services identified within the solicitation. The County retains separate contractual relationships for certain manufacturer and maintenance services, as applicable.

Question 80: Are body-worn cameras, in-vehicle MDTs/MDCs, courtroom AV systems, and digital evidence handling included in EUC scope?

Answer 80: No. Unless expressly identified elsewhere in the solicitation, specialized public safety technology systems, digital evidence platforms, courtroom audiovisual systems, and other specialized operational technologies are outside the scope of this procurement.

Question 81: Please share the last 12 months of monthly ticket volumes by channel (phone, email, portal, chat, walk-up), categories (access, hardware, software, network, mobile, peripherals, M365, business apps etc.) and by priority (P1–P4).

Answer 81: The County does not maintain the requested historical ticket volume data in a fully consolidated format segmented simultaneously by channel (phone, email, portal, chat, walk-up), category, and priority (P1–P4) for the last 12 months.

Where available, relevant operational and historical reporting has been included in Exhibit A. The County has made its best effort to provide reasonably accessible data that reflects prior ticket volumes and service activity.

Question 82: Please share monthly call volume, ASA, abandonment %, and average handle time history for the last 12 months.

Answer 82: Dallas County does not provide historical monthly Service Desk operational metrics, including call volume, Average Speed to Answer (ASA), abandonment rate, or Average Handle Time (AHT), as part of this solicitation. Respondents should base their staffing and pricing models on the service volumes and device counts identified throughout the RFP and propose industry best practices for achieving the required Service Level Agreements (SLAs).

Question 83: Does the FCR of 70% include all the service lines or is it only of EUC tickets

Answer 83: The 70% First Contact Resolution (FCR) objective applies to Level 1 End User Computing (EUC) Service Desk contacts that are within the Service Desk's documented support scope. Incidents requiring escalation to specialized infrastructure, application development, vendor support, or other County technical teams are excluded from the FCR calculation.

Question 84: Please share device counts broken down by class: desktops, laptops, tablets, rugged tablets, mobile phones, hotspots, VoIP phones, MFPs, scanners, barcode readers, signature pads.

Answer 84: Dallas County maintains an inventory of approximately 10,000 endpoint and related technology assets across multiple departments, facilities, and operational environments. Device counts fluctuate based on technology refresh cycles, new deployments, asset retirements, and departmental requirements.

Dallas County does not maintain or publish a fixed inventory breakdown by device class for purposes of this solicitation. Respondents should utilize the inventory estimates, operational volumes, and scope information provided throughout the solicitation and accompanying exhibits when developing their proposed staffing model, service delivery approach, and pricing. Additional inventory details necessary to support transition and implementation activities will be made available to the successful Vendor following contract award.

Question 85: What does the OS mix today (Windows 10, Windows 11, macOS by version, iOS, Android) and the planned Windows 11 migration schedule?

Answer 85: The County environment is predominantly Microsoft Windows-based.

Estimated operating system distribution:

- Windows 11: approximately 60%

- Windows 10: approximately 40%
- macOS: limited deployment (<1%)
- iOS: County-issued mobile devices

The County is actively migrating endpoints to Windows 11 with the objective of completing migration prior to the applicable Microsoft support deadlines. The successful Vendor shall support the ongoing migration efforts throughout the contract period.

Question 86: How many devices does the County refresh annually, and is the refresh project funded separately for the Vendor?

Answer 86: Dallas County refreshes approximately 1,200–1,600 endpoint devices annually, subject to budget appropriations and departmental priorities. Hardware procurement is funded separately by the County. Vendor pricing should include receiving, imaging, staging, deployment, inventory updates, and asset disposition activities associated with County-directed refresh initiatives unless otherwise specified.

Question 87: Please share historical surge data: ticket and onsite volume spikes during recent election cycles, court calendar peaks, and declared emergencies.

Answer 87: While historical surge statistics are not provided, vendors should anticipate increased support demand during:

- County election periods
- Early voting operations
- Major court proceedings
- Budget season
- Weather-related emergencies
- Disaster recovery events
- Public safety incidents
- Countywide technology refreshes

The Vendor shall maintain sufficient staffing flexibility to accommodate temporary workload increases without degradation of contracted service levels.

Question 88: What is the typical and peak walk-up volume by site (e.g., Allen Courts, Records, Frank Crowley etc.)?

Answer 88: Dallas County does not maintain historical walk-up transaction counts by facility as part of this solicitation. Vendors should anticipate that major administrative facilities and justice centers may experience higher walk-up demand during normal business operations and should incorporate appropriate staffing flexibility into their proposed solution.

Question 89: Please confirm the L2 onsite hours window for non-critical sites — is it strictly 8×5 business hours?

Answer 89: Yes. Standard onsite Level 2 desktop support for non-critical County locations is generally provided during normal County business hours of Monday through Friday, 7:00 AM

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to 5:00 PM, excluding County holidays unless otherwise directed. After-hours support may be required for approved projects, emergencies, elections, and critical public safety operations.

Question 90: Does the Vendor have ownership of escalation to OEMs (Dell, HP, Lenovo, Apple, etc.) under the County's warranty contracts, or does the County retain the carrier relationship?

Answer 90: The Vendor shall coordinate and facilitate warranty service requests with applicable original equipment manufacturers (OEMs) on behalf of the County. The County retains ownership of manufacturer warranty agreements and contractual relationships unless otherwise authorized.

Question 91: How are M.A.C (Moves/Adds/Changes) requests authorized and priced — included or charged separately? What's the historical volume?

Answer 91: Routine Moves, Adds, and Changes (MACs) associated with standard end-user support activities are expected to be included within the Vendor's fixed-price managed services offering. Large-scale relocation projects, facility moves, or significant deployment initiatives may be authorized separately under project-based Statements of Work. Historical MAC volumes are not available.

Question 92: What is the current baseline accuracy of Ivanti Neurons CMDB?

Answer 92: Dallas County has not established a formal baseline CMDB accuracy percentage for the Ivanti Neurons platform. The successful Vendor will be expected to maintain accurate configuration and asset relationships through standardized asset lifecycle processes, periodic reconciliation activities, and continuous governance practices.

Question 93: What is the current asset inventory volume (Make, Model, Quantity) at the incumbent warehouse.

Answer 93: The County maintains inventory consisting of new, deployed, surplus, repair, and retired IT assets supporting approximately 8,000 endpoint devices and associated peripherals. Detailed make/model and warehouse inventory counts will be provided to the successful Vendor during transition and are not included as part of this procurement.

Question 94: What is the peak square footage utilized in the warehouse?

Answer 94: Dallas County does not disclose detailed warehouse utilization metrics as part of this solicitation. Respondents should assume sufficient warehouse capacity is required to support endpoint lifecycle operations, including staging, imaging, inventory storage, repair processing, and asset disposition activities necessary to support the County's IT environment. Please refer to the warehouse requirements throughout the solicitation for additional details.

Question 95: What is the historical monthly receiving volume (intake events, pallets, devices)?

Answer 95: Dallas County does not provide historical warehouse receiving statistics as part of this solicitation. Vendors should anticipate ongoing receipt of endpoint hardware, peripherals, accessories, and replacement equipment associated with annual refresh initiatives, break/fix

replacements, and project deployments. Respondents should propose a scalable receiving and inventory management process capable of supporting fluctuating monthly demand.

Question 96: Is the Vendor expected to ship devices to remote/temporary election sites, polling-place setup, and emergency response locations? And if yes, what's the annual average quantity?

Answer 96: Yes. The successful Vendor will be required to support logistics, staging, deployment, retrieval, and transportation of IT equipment for temporary election sites, emergency operations centers, disaster response activities, and other County-directed temporary facilities. Historical annual quantities are not available due to the event-driven nature of these activities. Vendors should include operational flexibility to support these deployments as requested by the County.

Question 97: Does the County use JAMF/Kandji for macOS management? If so, will Vendor have admin access?

Answer 97: No. Dallas County's endpoint management environment is primarily Microsoft-based and utilizes Microsoft Endpoint Configuration Manager (MECM), and Microsoft Intune for endpoint lifecycle management. JAMF and Kandji are not currently utilized as enterprise management platforms.

Question 98: Will the Vendor have access to Microsoft Endpoint Configuration Manager (MECM) co-management with Intune?

Answer 98: Yes. Subject to County security policies, approved background investigations, CJIS requirements, least-privilege principles, and role-based access controls, the successful Vendor will be granted appropriate administrative access necessary to perform contracted endpoint management functions within the County's MECM and Intune co-managed environment.

Question 99: What is the County's documented timeline for CJIS fingerprinting, adjudication, and certification — historically how long from submission to clearance?

Answer 99: Processing timelines for Criminal Justice Information Services (CJIS) background investigations are managed by the appropriate governing authorities and may vary based on workload and adjudication requirements. Historically, vendors should anticipate approximately one to three weeks from submission to final clearance, although actual processing times may vary. Vendors should plan staffing transitions accordingly.

Question 100: Are Vendor employees required to use County-issued workstations and accounts, or can Vendor-managed devices connect to County systems via approved access patterns?

Answer 100: Vendor personnel performing services requiring access to County systems will generally be provided County-issued user accounts and, where appropriate, County-managed computing devices or approved secure access methods. Any Vendor-owned equipment utilized for County work must comply with County security standards and receive prior written approval before connecting to County resources.

Question 101: How many KB articles exist today, in what tool, and what is the publication/retire process the Vendor will inherit?

Answer 101: Dallas County currently maintains its knowledge management repository within the Ivanti Service Management platform. The County does not publish the current article count as part of this solicitation. The successful Vendor will inherit existing knowledge content and will be expected to maintain, review, update, publish, archive, and retire articles in accordance with County-approved Knowledge Management governance processes and ITIL best practices.

Question 102: Are surge resources funded inside the base monthly fee (and capped) or invoiced as variable T&M with County approval?

Answer 102: Routine operational fluctuations are expected to be accommodated within the Vendor's proposed managed services staffing model and fixed monthly pricing. Extraordinary surge events that require staffing beyond the contracted baseline—such as major election activities, declared emergencies, or County-approved special projects—may be authorized separately by the County and compensated through an approved Time and Materials (T&M) arrangement or a project-based Statement of Work (SOW), as mutually agreed upon. Respondents should include any associated assumptions, pricing methodology, and applicable hourly labor rates in the Pricing Sheet under the Labor Rate Table.

Question 103: What is the historical surge headcount during peak election cycles?

Answer 103: Dallas County does not maintain or publish a standardized historical surge staffing baseline for election support activities. Staffing requirements vary based on election type, number of polling locations, voting equipment deployment schedules, and operational requirements. Vendors should propose a scalable staffing model capable of rapidly augmenting support resources to meet County election and emergency operational needs while maintaining contracted service levels.

Question 104: Please identify the current incumbent vendor(s) performing this project and the contract value.

Answer 104: Dallas County currently utilizes multiple internal resources and contracted service providers to support various components of end-user support, endpoint services, asset management, and related operations. Respondents should rely upon the information contained within the solicitation and associated exhibits when preparing proposals. Dallas County will not disclose current contract values as part of this procurement.

Proposers must develop pricing and solution strategies based on the requirements, scope of services, and service level expectations defined in the RFP, and should propose a comprehensive solution that meets or exceeds those requirements.

Question 105: Please provide current staffing counts for:

- o L1 Service Desk
- o L2 Desktop Support

Answer 105: Dallas County has provided available operational volumes, ticket metrics, asset counts, and service expectations within the solicitation and associated addendums. Respondents are responsible for proposing staffing models sufficient to satisfy all contractual performance requirements and service levels.

Question 106: Please provide historical SLA/KPI performance results for the incumbent contract over the previous 12 months

Answer 106: Please refer to Exhibit A for available historical SLA and KPI performance information for the incumbent contract over the previous 12 months.

Dallas County provides this information to the best of its ability based on available records and reporting.

Question 107: Please identify the current ITSM, ticketing, knowledge management, and asset management platforms currently utilized by Dallas County

Answer 107: Dallas County currently utilizes the following enterprise platforms:

- IT Service Management (ITSM): Ivanti Neurons for ITSM
- Ticketing Platform: Ivanti Neurons Service Manager
- Knowledge Management: Ivanti Neurons - Knowledge Base
- IT Asset Management (ITAM): Ivanti Neurons Asset Management and CMDB
- Endpoint Management: Microsoft Endpoint Configuration Manager (MECM), Microsoft Intune, and Absolute Secure Endpoint

The successful Vendor shall utilize County-approved enterprise platforms unless otherwise authorized by Dallas County through the contract governance process.

Question 108: Please provide current monthly averages for:

- o Incoming calls
- o Tickets
- o Chats
- o Emails
- o Self-service transactions
- o Escalated incidents.

Answer 108: Please refer to Exhibit A for available historical SLA and KPI performance information for the incumbent contract over the previous 12 months. Dallas County provides this information to the best of its ability based on available records and reporting. Detailed operational metrics will be provided to the awarded vendor during transition and implementation planning as necessary to support staffing and solution design activities.

Question 109: Please confirm whether all L1 Service Desk personnel may operate remotely or whether onsite staffing is required for any service desk functions.

Answer 109: Dallas County permits the Vendor to propose an operational model that best meets the service requirements of the contract. However, the County reserves the right to

require onsite staffing for specific functions including executive support, incident command activities, technology deployments, major incident response, training activities, and other operational needs. The Vendor shall ensure that service levels are consistently achieved regardless of staffing location.

Question 110: Please confirm whether Dallas County permits a fully remote or hybrid Service Desk / call center operational model for Level 1 support personnel and identify any minimum onsite staffing requirements associated with Service Desk operations.

Answer 110: Dallas County will consider remote, hybrid, or onsite Service Desk delivery models provided that all contractual service level agreements, security requirements, CJIS requirements, and operational objectives are met. The County reserves the right to require designated onsite personnel for governance meetings, transition activities, major incidents, executive support, disaster recovery operations, and other business-critical events as deemed necessary. No minimum daily onsite staffing requirement is prescribed within the RFP for call center operational model for Level 1 support personnel.

Question 111: Please provide an updated Document Request List showing which organizations have requested the RFP.

Answer 111: Dallas County does not provide or maintain a list of organizations that have requested solicitation documents prior to contract award. Requests for such information may be submitted through the County's open records process and will be reviewed in accordance with the Texas Public Information Act and applicable County policies.

Question 112: If the prime contractor uses a subcontractor for the physical warehouse, is the subcontractor's staff held to the same CJIS certification requirements if there is no expected interaction with County employees or data?

Answer 112: Any contractor or subcontractor personnel who require access to County facilities, County-owned information systems, criminal justice information, or County-controlled assets containing sensitive information shall comply with all applicable CJIS Security Policy requirements, including background investigations and fingerprint-based screening where required. Personnel with no access to CJIS information or secured County environments may not require CJIS certification; however, final determinations will be made by Dallas County based on assigned duties and access requirements.

Question 113: Please share the incumbent name and pricing. Is the County satisfied with the services provided by the incumbent on the current contract? Are there any challenges in executing the current contract?

Answer 113: The County's current incumbent contractor and associated contract information are matters of public record and may be obtained through applicable public information processes. Dallas County does not disclose incumbent pricing or provide qualitative assessments regarding incumbent performance as part of this solicitation. The issuance of this solicitation reflects the County's objective to competitively procure services that best meet its current and future operational requirements

Question 114: Is it permissible for the vendor to provide an Intent to Lease for the warehouse facility at the time of proposal submission, or does Dallas County require a fully functional and operational warehouse facility to already be in place at the time of bid submission? Since the warehouse is required to be CJIS compliant/cleared, which can typically only be completed after contract award and site finalization, requiring a fully operational warehouse at the proposal stage may create an undue advantage for the incumbent vendor.

Answer 114: Dallas County does not require a fully operational warehouse facility to be in place at the time of proposal submission. Respondents may provide documentation demonstrating their ability to secure and establish the required warehouse facility, including an executed lease, letter of intent, or similar commitment, provided the Vendor can demonstrate that the facility will be operational and compliant with all RFP requirements prior to the commencement of services. The successful Vendor shall be responsible for ensuring the facility meets all contractual, security, and operational requirements by the County-established implementation date.

Question 115: Can the County provide 12–24 months of historical ticket and call volume trends by department, location, and priority?

Answer 115: Historical ticket and call volume data for the requested 12–24-month period is not consistently available in the full level of detail requested (by department, location, and priority).

Where available, relevant historical operational data has been provided in Exhibit A. The County has made its best effort to include reasonably accessible reporting that reflects prior service volumes and trends.

Question 116: What is the expected annual device growth / attrition rate beyond the stated ~10,000 devices?

Answer 116: Dallas County refreshes approximately 1,200–1,600 endpoint devices annually, subject to budget appropriations and departmental priorities. The County does not guarantee a specific annual device growth or attrition rate beyond the estimated inventory of approximately 10,000 devices. Hardware procurement is funded separately by the County. Vendor pricing must include receiving, imaging, staging, deployment, inventory updates, and asset disposition activities associated with County-directed refresh initiatives unless otherwise specified.

Question 117: Are there seasonal surges (e.g., elections, courts) quantified in FTEs or % volume increase?

Answer 117: Please refer to Addendum 2, Answer 5, which states: "Per the solicitation document (Page 8), the vendor is required to support surge operations, including but not limited to election cycles, disaster response and emergency operations, court schedule changes or extended sessions, and County-declared special events. The vendor shall provide an approach for supporting such events and demonstrate the ability to scale services accordingly. Any future scope increases, including additional locations, staffing increases, implementation of new technologies, or expanded support requirements, would be addressed in accordance with the

contract terms and applicable change management processes, with pricing and resource adjustments negotiated as necessary."

The County has not established or quantified seasonal surge volumes in terms of FTEs or percentage increases. Respondents should propose an approach to support surge operations and demonstrate their ability to scale services as needed.

Question 118: How many users fall into VIP / executive / judicial support tiers, and what additional expectations apply?

Answer 118: Dallas County has not established a fixed number of users designated as VIP, executive, or judicial support tiers for purposes of this solicitation. Respondents should propose an approach capable of supporting executive leadership, elected officials, judiciary personnel, and other County-designated priority users while meeting applicable service level requirements and operational priorities.

Question 119: What are the current SLAs/KPIs performance baseline?

Answer 119: Please refer to answer 8, which states the following, "With respect to the current operational baselines, the existing SLA metrics are not applicable for comparison purposes, as the proposed agreement includes a new set of service level requirements and performance standards. Therefore, Dallas County is unable to provide baseline measurements for the new SLA metrics."

Question 120: What is the target ITSM/ITAM platform decision timeline (e.g., ServiceNow confirmed or TBD)?

Answer 120: Dallas County has not finalized any future ITSM/ITAM platform decision as part of this solicitation. Respondents should propose solutions consistent with the requirements contained in the RFP. Any future platform decisions and implementation timelines will be determined through contract governance and County approval processes.

Question 121: Who owns licensing costs? 8. Who own implementation costs?

Answer 121: Dallas County is responsible for licensing costs and implementation costs associated with County-approved solutions, unless otherwise specified in the solicitation or resulting agreement.

Question 122: Who owns ongoing platform administration?

Answer 122: Dallas County will retain ownership of County enterprise platforms. Operational administration responsibilities for County-approved ITSM, ITAM, CMDB, and related technologies will be defined in the final scope of services and resulting agreement.

Question 123: How many Service Catalog Items are in scope for the migration?

Answer 123: Dallas County has not prescribed a specific number of Service Catalog Items for migration or implementation. Respondents should propose an approach capable of supporting

enterprise service catalog management consistent with industry best practices and the requirements of this solicitation.

Question 125: What is your stance regarding Data migration?

Answer 125: The successful Vendor shall support migration of operational data necessary to provide uninterrupted service delivery in accordance with the implementation plan approved by Dallas County. Respondents should describe their proposed migration methodology, validation processes, and risk mitigation approach.

Question 126: What is the current CMDB data accuracy baseline vs required $\geq 95\%$? How are devices discovered and populated in the CMDB?

Answer 126: Dallas County maintains enterprise asset and configuration records supporting current operations. The awarded Vendor will be expected to validate existing data and recommend improvements to configuration management governance, reconciliation processes, and data quality during implementation and ongoing operations.

Question 127: Is Software Asset Management (SAM) in scope for this RFP?

Answer 127: Yes. Software Asset Management activities associated with County-owned endpoint devices and enterprise software inventory are within the scope of this solicitation to the extent necessary to support lifecycle management, compliance reporting, and asset governance requirements identified in the RFP.

Question 128: Thinking about the enhancement requests that you get for your environment, what are some common / typical requests you receive? (e.g. update a catalog item workflow, add fields to forms, create new notifications, etc.)

Answer 128: Typical enhancement requests may include workflow improvements, service catalog updates, reporting enhancements, form modifications, automation opportunities, notification updates, dashboard enhancements, and other operational improvements consistent with continual service improvement practices. Actual priorities will be established by Dallas County.

Question 129: Are vendors expected to support legacy + new system in parallel, and if so for how long?

Answer 129: Dallas County may require a transition period during which incumbent and newly implemented processes operate in parallel as necessary to minimize operational risk. The duration and scope of any parallel operations will be finalized during transition planning.

Question 130: Will the County accept mutual SLAs/OLAs for County-owned processes (e.g., L3 support, approvals)?

Answer 130: The Service Level Agreements (SLAs) established by Dallas County will govern and prevail for County-owned processes, including but not limited to Level 3 support and approval workflows.

However, Dallas County IT will collaborate with the selected vendor to support effective service delivery and operational coordination. Any Operational Level Agreements (OLAs) may be discussed and aligned with the selected vendor as part of post-award implementation, provided they do not supersede County-established SLAs. OLAs may supplement but shall not replace contractual SLAs.

Question 131: What is the estimated inventory volume (peak vs steady state)

Answer 131: The County maintains an inventory supporting approximately 10,000 endpoint assets. Inventory fluctuations occur throughout annual refresh cycles, technology projects, and departmental initiatives. Respondents should propose sufficient warehouse capacity and operational processes to support normal operations and periodic surge activities.

Question 132: What is the total replacement value of stored assets (re: insurance requirements)?

Answer 132: Please refer to Section XVII, Insurance Requirements, of the solicitation. Vendors are responsible for complying with the insurance requirements specified therein.

Question 133: Will County allow use of third-party logistics (3PL) partners?

Answer 133: Yes. The County will allow the successful Vendor to utilize third-party logistics (3PL) providers or other subcontractors; however, the intent of this solicitation is to award a single prime contract to one Vendor. Any proposed 3PL partner or subcontractor must be identified in the proposal and will remain under the responsibility and management of the prime Vendor.

Question 134: Will the county allow onsite rotation models vs fully dedicated staffing at each site?

Answer 134: Dallas County will consider staffing approaches that effectively satisfy contractual service levels and operational requirements. Respondents may propose rotation models or dedicated staffing models provided service quality, response times, and customer satisfaction objectives are achieved.

Question 135: Will surge events included in baseline pricing, or billed as a variable service?

Answer 135: The County has not established a required pricing structure for surge events. Vendors must describe their proposed approach and clearly indicate whether surge event support is included in the base pricing or billed separately as a variable service. Any associated assumptions, pricing methodology, and applicable rates should be included in the Pricing Sheet as hourly rates under the Labor Rate Table.

Question 136: Can Dallas County provide an estimated number of hours anticipated for project-based work under this contract?

Answer 136: Dallas County cannot provide an estimated number of hours for project-based

work under this contract. Vendors must review the requirements outlined in the solicitation and all issued addendums and propose a solution, staffing model, and level of effort they determine necessary to successfully meet the County's requirements.

Question 137: Is it correct to understand that Dallas County will provide the call center solution/platform to support the services under this contract?

Answer 137: Yes. Dallas County currently provides and maintains the enterprise telephony and contact center environment used to support Service Desk operations. Respondents should assume that County-provided platforms will remain the system of record unless otherwise directed by the County. Any vendor-proposed enhancements or supplemental tools must be clearly identified in the proposal and are subject to County review and approval.

Question 138: Are all existing assets/mobile devices currently barcode or QR code tagged and accurately updated within the Ivanti system, or will the awarded vendor be responsible for completing asset tagging and inventory reconciliation activities?.

Answer 138: Dallas County maintains asset identification and inventory records within its current IT Asset Management environment; however, the County does not guarantee that all assets are currently barcode- or QR-code tagged, nor does it warrant the accuracy of all inventory records.

The successful Vendor shall be responsible for validating asset records, performing inventory reconciliation activities, and applying or replacing asset identification labels as necessary to support accurate lifecycle management, inventory control, and CMDB integrity throughout the contract term.

Question 139: Will the awarded vendor be responsible for hard drive disposal/destruction services as part of the contract scope?

Answer 139: Yes. As outlined in the solicitation document (Page 16, Disposal & Secure Decommissioning section), the awarded vendor will be responsible for secure disposal and destruction services as part of the contract scope. The vendor must, at a minimum:

- Support secure data wiping in compliance with National Institute of Standards and Technology
- (NIST) 800-88
- Provide certificate of destruction
- Ensure environmentally compliant recycling
- Maintain audit logs of disposed assets
- Ensure zero residual data exposure

Question 140: When comparing the current RFP to the incumbent contract/current effort, there appears to be a significant increase and expansion in scope. Please confirm?

Answer 140: Yes. Vendors are responsible for independently reviewing all requirements outlined in the solicitation and issued addendums and determining the full scope of work required to submit a complete and responsive proposal. Any assumptions regarding scope differences should be clearly identified in the vendor's response.

Question 141: From the current RFP, there appears to be a significant increase in the stringency of the Service Level Agreements (SLAs). Please confirm.

Answer 141: Yes. Respondents should note that the Service Level Agreements (SLAs) included in this solicitation may differ in scope, structure, and/or stringency compared to prior agreements. The County expects all proposers to review the requirements in detail and confirm their ability to meet the SLAs as specified in the current RFP.

Question 142: The current RFP appears to require higher skill levels, greater experience, and more specialized qualifications for personnel than the current contract. Please confirm.

Answer 142: Yes. The County confirms that the current RFP includes higher skill levels, greater experience requirements, and more specialized personnel qualifications compared to the current contract.

Question 143: The Service Credit Model appears to introduce more aggressive SLA-based performance credits and financial accountability mechanisms not previously included in the current contract. Please confirm.

Answer 143: Yes. Respondents should note that the Service Credit Model included in this solicitation introduces SLA-based performance credits and financial accountability mechanisms that may differ in scope, structure, and/or stringency from those in the current contract.

The County expects all proposers to review the requirements in detail and confirm their ability to comply with the service credit framework as defined in the current RFP.

Question 144: We assume ServiceNow licensing, platform ownership, and associated platform costs are Government-provided. Please confirm.

Answer 144: Dallas County has not prescribed ServiceNow as the required ITSM platform under this solicitation. Licensing responsibilities for County-approved enterprise platforms will be determined in accordance with the final contract and approved solution architecture.

Question 145: Is the County satisfied with the performance of the current provider? Are there any active pain points associated with the current model/with your current provider? Is the current vendor included in bid process?

Answer 145: Dallas County does not provide qualitative evaluations of incumbent contractor performance as part of the competitive procurement process. The issuance of this solicitation reflects the County's objective to competitively procure services that best satisfy current and future business requirements.

Question 146: What is the yearly budget allotted for the required services?

Answer 146: Please refer to Addendum 2, Question and Answer 4, which states, "the approved budget range and current annual expenditure for the services identified in this solicitation will

not be disclosed, as this is a competitive procurement process. The resulting contract may include liquidated damages, at-risk fees, or other financial penalties in addition to any stated SLA credits. Any such provisions will be negotiated with the highest-ranked firm during contract negotiations.”

Question 147: How many network printers are in scope for support?

Answer 147: Dallas County supports approximately 300–350 network-connected multifunction and printer devices across County facilities. Actual inventory may fluctuate based on operational needs and technology refresh initiatives.

Question 148: Can you provide a list of business applications that will be in support?

Answer 148: The County utilizes numerous enterprise and departmental business applications supporting judicial, public safety, administrative, health, financial, and operational functions. Respondents should propose support services consistent with the endpoint support responsibilities identified in the solicitation. Detailed application inventories will be provided to the successful Vendor during transition as appropriate.

Question 149: What email platform is in use and is it in scope of support?

Answer 149: Dallas County utilizes Microsoft Exchange Online (Microsoft 365) enterprise messaging services. End-user support activities associated with standard email client functionality are within scope; enterprise administration remains the responsibility of Dallas County unless otherwise specified.

Question 150: What is the target date for publishing official Q&A responses, so vendors have adequate time to incorporate clarifications before the 6/18/2026 deadline?

Answer 150: Please refer to Addendum No. 1. The submission deadline has been extended to allow vendors additional time to review and incorporate responses to questions and clarifications.

Additionally, by this Addendum, the submission deadline is further extended to **2:00 PM CST on July 16, 2026**, to provide vendors with additional time to review and incorporate the responses and clarifications.

Question 151: Should the five required client references be submitted as formal letters on client letterhead, or is a structured reference table acceptable?

Answer 151: Per the solicitation document, the proposers must provide a minimum of five letters of reference for which the Proposer has delivered services similar to those described in this RFP, including End-User Support, Asset Management, and IT Equipment Warehousing, within the past five years. References must be of similar size, scope, and complexity. References may not include the Proposer’s own organization or any subsidiaries. Each reference must include the following information:

1. Company Name

2. Company Physical Address (including city and zip code)
3. Contact person(s) name
4. Contact phone number(s)
5. Contact person(s) email address
6. The dollar amount/value of the contract
7. The dates of performance (i.e.: contract

Question 152: For vendors with non-calendar fiscal years, does "two most recently completed fiscal years" mean two most recent full fiscal years or calendar years 2024 and 2025?

Answer 152: Vendors should provide information for their two most recently completed fiscal years. If the vendor does not use a fiscal year, please provide information for the two most recent completed calendar years.

Question 153: Should the required organizational chart reflect proposed role structures and reporting lines, or are specific-named individuals required at proposal stage prior to award?

Answer 153: As stated in the solicitation, vendors must provide an organizational chart identifying all employees proposed to be assigned to the contract and showing the reporting relationships between key personnel and support staff.

Question 153: Is the ITSM/ITAM platform migration (e.g., ServiceNow) confirmed scope or conditional? If confirmed, what is the expected timeline and migration complexity (tickets, asset records, CI count in Ivanti)?

Answer 153: Yes. The solicitation contemplates the transition of the County's current IT Service Management (ITSM) and IT Asset Management (ITAM) environment from the existing Ivanti platform to a new enterprise platform as part of the awarded services. Respondents should include all activities necessary to support planning, configuration, data migration, testing, training, and implementation of the new platform consistent with the requirements of the solicitation.

The implementation schedule, migration sequencing, and final project timeline will be established collaboratively between Dallas County and the successful Vendor during the transition and implementation planning phase. Current ticket volumes, asset records, and configuration data available for migration are described throughout the solicitation and Exhibit A where applicable. Additional technical details necessary to support implementation will be provided to the selected vendor during project initiation.

Question 154: Are vendors expected to bear licensing costs for vendor-proposed remote support or diagnostic tools, or will the County consider co-funding tools that benefit the long-term environment?

Answer 154: Vendors are responsible for identifying any licensing requirements associated with vendor-proposed tools included within their proposed solution. Dallas County may evaluate County-funded solutions where they provide long-term enterprise value; however, no such commitment is made through this solicitation.

Question 155: Are there known integration limitations or API constraints in the current Ivanti environment that vendors should account for in their proposed architecture?

Answer 155: Dallas County is not aware of any material API limitations that would prevent standard enterprise integrations. Respondents should perform appropriate due diligence and describe any assumptions utilized in developing their proposed solution architecture.

Question 156: Will the vendor be required to maintain, configure, or administer MobileIron and Intune platforms, or only use them to support end users?

Answer 156: The Vendor will be expected to support end-user services associated with County-managed endpoint technologies. Enterprise platform administration responsibilities will remain with Dallas County unless otherwise specified in the resulting agreement.

Question 157: Approximately how many assets are currently in the Ivanti CMDB, and what is the current assessed accuracy rate? This is critical for transition scoping and inventory baseline planning. Is there a current County-approved application catalog, and approximately how many unique applications are in scope for hardware-layer support?

Answer 157: Dallas County maintains enterprise asset and configuration information supporting approximately 10,000 managed endpoint assets. Respondents should not rely upon a specific CMDB accuracy percentage for proposal development and should include reconciliation and validation activities within their proposed transition methodology.

Question 158: For after-hours L2 field support at non-named critical facilities, what is the expected response SLA, and is there a defined response time for on-call coverage?

Answer 158: After-hours field support shall be provided in accordance with the priority classifications and response objectives established in the solicitation and resulting contract. Additional on-call procedures will be finalized during implementation planning.

Question 159: Should vendors propose a distinct VIP SLA tier, or will VIP incidents be classified under existing P1/P2 priority definitions?

Answer 159: Dallas County has not established a separate contractual VIP SLA tier. Priority handling for executive, judicial, and other designated users shall be managed within the County's incident prioritization framework and operational procedures.

Question 160: Approximately how many of the ~6,500 FTEs are at CJIS-regulated facilities, and what percentage of monthly tickets originate from those locations?

Answer 160: Dallas County has not established a specific percentage of County users or ticket volumes associated with CJIS-regulated facilities for purposes of this solicitation. Respondents should propose a staffing and operational model capable of supporting all County departments subject to applicable CJIS security requirements

Question 161: Does "non-billable Program Manager" mean this role must be fully absorbed into fixed monthly pricing, or that hours are embedded in loaded rates and not separately

invoiced?

Answer 161: The Program Manager is considered a non-billable resource and shall not be invoiced as a separate line item. Any associated costs should be incorporated into the Vendor's proposed pricing.

Question 162: Will Dallas County provide the CSAT survey instrument, or is the vendor responsible for designing and deploying surveys subject to County approval?

Answer 162: The successful Vendor shall provide a customer satisfaction (CSAT) survey methodology for County review and approval. Dallas County reserves the right to approve survey content, distribution methodology, reporting format, and performance measurements utilized for contractual reporting.

Question 163: How many named dashboard users should vendors plan for, and will the dashboard be hosted on vendor infrastructure or integrated into County systems?

Answer 163: Respondents must propose dashboards that support operational management, executive reporting, and service governance. Dashboard access must support County-designated users, with final user counts and hosting architecture determined during implementation planning.

Question 164: Are there specific accessibility standards (e.g., WCAG 2.1 AA) required for vendor-provided self-service portals or knowledge base interfaces?

Answer 164: Any Vendor-provided self-service portal or knowledge management interface shall comply with applicable federal and state accessibility requirements, including WCAG 2.1 Level AA or equivalent accessibility standards where applicable.

Question 165: If CJIS clearances are not completed within the transition window due to processing delays outside the vendor's control, what is the County's contingency? May pending-clearance staff work in non-CJIS areas?

Answer 165: Dallas County recognizes that CJIS processing timelines may vary. Personnel awaiting required clearances may perform non-CJIS work only if specifically authorized by the County and provided they do not access CJIS-regulated systems, facilities, or information until all required clearances have been completed.

Question 166: Will the County provide existing SOPs, knowledge base articles, and runbooks from the incumbent, or must the vendor develop these from scratch during transition?

Answer 166: Dallas County will provide available standard operating procedures, knowledge articles, and operational documentation maintained by the County or current service providers to the extent available to the highest ranked vendor. The successful Vendor shall review, validate, update, and expand documentation as necessary to support ongoing operations.

Question 167: Will there be a grace period or phased KPI ramp for inventory accuracy targets during the stabilization period, given that current CMDB accuracy is unknown at proposal

stage?

Answer 167: Dallas County recognizes that implementation activities may require an operational stabilization period. Final performance measurement and any phased KPI implementation approach will be established during contract transition planning while maintaining accountability for contractual service delivery.

Question 168: Does Dallas County intend to negotiate a maximum monthly cap on stacked service credits, and if so, what is the County's expected cap range? Does the 25% cumulative price increase cap apply to the base contract term only, or does it extend through the optional one-year renewal period?

Answer 168: Dallas County has not established a maximum cumulative monthly service credit cap beyond the provisions contained within the solicitation and resulting agreement. The 25% cumulative price adjustment limitation applies in accordance with the contract terms and any approved renewal provisions.

Please refer to addendum 2, answer # 7, which states: "The Pricing Spreadsheet allows vendors to propose different annual pricing for each year of the contract term. Please note that the solicitation states that proposed pricing shall remain firm for the first 12 months of the contract unless otherwise specified. Costs not included in or accounted for within the proposed pricing will not be paid by the County, regardless of whether such costs were incurred by the respondent. Price increases are not automatic. Any requested price increase must be submitted annually by the respondent, supported by appropriate justification, and may not exceed 5% per year. Approval of any price increase is subject to the County's review and discretion."

Question 169: Is the \$1M per occurrence insurance floor for property in care, custody, or control a minimum, with the expectation that vendors propose coverage commensurate with actual inventory replacement value?

Answer 169: The insurance limits identified in the solicitation represent minimum requirements. Respondents should evaluate their proposed solution and obtain insurance coverage appropriate for the services performed and assets under their care, custody, or control.

Question 170: Will Dallas County share baseline productivity metrics (current MTTR, CSAT, FCR) to enable meaningful benchmarking in proposals, or will the baseline be established post-award?

Answer 170: Historical operational metrics have been provided where available within Exhibit A. Additional operational baselines may be established during transition planning and contract implementation for purposes of ongoing performance measurement.

Question 171: Is the 10% annual automation improvement metric measured against a baseline established at contract commencement, and will current ticket deflection data be shared with proposers?

Answer 171: Please refer to page 20 of the solicitation document, which defines the

measurement methodology as: “Year-over-year comparison of ticket volumes adjusted for workforce growth.”

The target is a $\geq 10\%$ annual reduction in ticket volume. This metric is intended to measure the effectiveness of Level 0 automation, knowledge base utilization, and self-service tools in reducing manual ticket volumes over time.

The baseline and measurement approach will be applied in accordance with the methodology defined in the solicitation.

Question 172: Can you confirm the total number of support users, including contractors and temporary staff?

Answer 172: Dallas County currently supports approximately 6,500 County employees. Contractor, temporary, seasonal, and other authorized users may fluctuate based upon operational needs. Respondents should propose staffing models sufficient to support all authorized County users.

Question 173: Can you provide a detailed breakdown of the approximately 10,000 devices by type (laptops, desktops, tablets, mobile devices, peripherals)? What is the current operating system distribution across supported devices (Windows 11, Windows 10, macOS, iOS, Android)?

Answer 173: Dallas County maintains approximately 10,000 endpoints and related technology assets supporting a diverse operational environment across multiple departments and facilities. The County does not maintain a centralized inventory report that categorizes assets by the specific device types or operating system distributions requested for purposes of this solicitation.

Respondents should utilize the device estimates, facility information, and operational scope described throughout the solicitation and associated exhibits when developing their proposed staffing model, service delivery approach, assumptions, and pricing.

Dallas County currently utilizes a combination of enterprise endpoint management technologies, including Microsoft Intune and other County-approved management platforms, to support endpoint lifecycle management. Additional technical and inventory information necessary to support transition planning and implementation activities will be provided to the successful Vendor following contract award.

Question 174: Can you provide a breakdown of the ~5,000 monthly tickets by category, priority, and type (incident vs. service request)?

Answer 174: Please refer to Exhibit A for available ticket volume information.

A detailed breakdown of monthly ticket volumes by category, priority, and type (incident versus service request), as well as channel-level segmentation, is not centrally maintained in the requested format. The County has made its best effort to provide relevant historical operational data where available within Exhibit A.

Question 175: Can you provide current service desk metrics, including ASA, AHT, and call abandonment rate for the ~3,800 monthly calls? What is the expected volume and location of walk-up support requests, if applicable?

Answer 175: Historical call center metrics beyond those provided in Exhibit A are not consistently available in the requested format. Respondents should utilize available historical information and professional judgment when developing staffing assumptions.

Question 176: How many VIP users require enhanced support, and are there defined service expectations for this group?

Answer 176: Dallas County has not established a fixed number of VIP users for proposal purposes. The successful Vendor shall support executive leadership, elected officials, judiciary personnel, and other County-designated priority users in accordance with operational priorities.

Question 177: What percentage of the workforce is remote, hybrid, and fully onsite?

Answer 177: Dallas County does not maintain a formal percentage breakdown of remote, hybrid, and fully onsite personnel. Staffing arrangements may vary by department and operational requirements. The successful Vendor must be able to support County personnel regardless of their work environment.

Question 178: What is the historical monthly volume of P1 and P2 incidents, and what are the common root causes?

Answer 178: Historical Priority 1 and Priority 2 incident volumes and root cause analysis are not centrally maintained in the requested format. Respondents should rely upon the operational volumes provided within Exhibit A when preparing proposals.

Question 179: Are there any anticipated changes in user count, devices, or service demand over the contract term?

Answer 179: Dallas County anticipates normal fluctuations in users, endpoint devices, and service demand associated with County operations, technology refresh initiatives, and organizational changes. No guaranteed growth projections are provided under this solicitation.

Question 180: For onsite support locations, does the County expect dedicated technicians per site or a shared/pooled support model?

Answer 180: Respondents must propose dedicated, pooled, or hybrid onsite support models provided all contractual service levels, response times, and operational objectives are achieved.

Question 181: How many total County facilities require support beyond those listed in the RFP?

Answer 181: Respondents must rely on the facility information provided in the solicitation. The County is not providing a total number of facilities beyond those identified in the solicitation.

For additional reference, the County is providing the following public resources identifying County-owned and leased properties:

- [Facilities Management | Owned Properties](#)
- [Facilities Management | Leased Properties](#)

Respondents are responsible for reviewing the information provided in the solicitation and these referenced resources when preparing their proposals.

Question 182: Can you provide the County's holiday calendar and any blackout periods (e.g., elections, court schedules)?

Answer 182: Dallas County holidays are established annually by Commissioners Court and can be access at the following link [Dallas County Holidays](#). Operational blackout periods may occur for elections, judicial proceedings, emergency operations, and other County business activities as necessary.

Question 183: What are the facility access requirements for after-hours support (badging, escorts, restrictions)?

Answer 183: After-hours facility access shall be coordinated through County-approved security procedures and may require badging, escorts, advance authorization, or other security controls depending upon facility classification.

Question 184: For application support, can you clarify what is included under 'hardware-layer support' versus application-level troubleshooting?

Answer 184: Hardware-layer support includes endpoint configuration, operating system functionality, drivers, peripherals, connectivity, and standard application launch support. Application administration, configuration, and business process support remain the responsibility of the respective application owners unless otherwise specified.

Question 185: What level of support is required for printers and MFPs (connectivity only vs. full lifecycle/vendor coordination)?

Answer 185: The selected vendor shall provide endpoint support for printers and multifunction devices including connectivity troubleshooting, driver support, endpoint configuration, and coordination with manufacturer maintenance providers where applicable.

Question 186: What responsibilities are expected for mobile device management (Intune and MobileIron administration vs. user support only)?

Answer 186: The Vendor shall support end-user services associated with County-managed mobile technologies. Enterprise administration responsibilities for Intune, MobileIron, and related management platforms remain the responsibility of Dallas County unless otherwise specified.

Question 187: Does VPN support include infrastructure management or is it limited to

endpoint/client troubleshooting?

Answer 187: VPN support includes endpoint client troubleshooting, authentication assistance, and user connectivity support. Enterprise VPN infrastructure administration remains the responsibility of Dallas County unless otherwise specified.

Question 188: What systems are included in scope for user access provisioning (Active Directory, Azure AD, business applications)? Are there any additional out-of-scope services beyond those listed in the RFP?

Answer 188: User provisioning activities may include Active Directory, Azure Active Directory (Entra ID), and other County-approved identity management processes consistent with the scope of services. Enterprise identity governance remains under County control unless otherwise specified.

Question 189: For the transition to ServiceNow (or equivalent), what responsibilities fall to the vendor vs. the County (licensing, implementation, configuration, migration)?

Answer 189: The successful Vendor shall be responsible for implementation planning, configuration, workflow development, data migration, testing, training, and deployment activities associated with the ITSM/ITAM platform transition contemplated by this solicitation. Dallas County will retain ownership of enterprise licensing, governance, and strategic platform decisions unless otherwise specified in the resulting agreement.

Question 190: What is the estimated volume of historical data to be migrated (tickets, assets, configuration items)?

Answer 190: Dallas County cannot provide a definitive volume of historical tickets, asset records, or configuration items available for migration. Respondents should propose a methodology capable of supporting enterprise-scale migration activities consistent with the operational environment described in the solicitation.

Question 191: Can you provide details on the current Cisco Call Manager and Calabrio configuration and integration expectations?

Answer 191: Respondents are expected to include support for integration with the County's existing telephone and contact center environment, including Cisco Call Manager and Calabrio, as part of their proposed solution. This includes providing an approach for call routing, incident/service request intake, and any required data exchange or reporting integrations.

Vendors must describe their proposed integration methodology, assumptions, and any dependencies required to successfully interface with the County's current Cisco and Calabrio platforms as part of their solution design.

Question 192: When does SLA timing begin (ticket creation, user contact, or acknowledgment)?

Answer 192: SLA measurement shall commence upon ticket creation within the County-

approved ITSM platform unless otherwise defined by the applicable service level requirement contained within the solicitation or resulting agreement.

Question 193: What constitutes ticket resolution for SLA measurement (user confirmation vs. technical closure)? Who has authority to assign and adjust incident priority levels?

Answer 193: Ticket resolution for SLA purposes shall occur when the requested service has been completed and the ticket has been technically resolved in accordance with County procedures. Dallas County retains final authority for incident prioritization and priority adjustments.

Question 194: Are there separate SLA expectations for VIP users or executive support?

Answer 194: Dallas County has not established separate contractual SLA targets for VIP users. Priority handling for executive leadership, judiciary personnel, elected officials, and other designated users will be managed through operational procedures established by the County.

Question 195: Does the County have baseline staffing expectations or incumbent staffing levels to guide proposed resourcing?

Answer 195: Please refer to Addendum 2, Answer 8, which states: "The proposed onsite staffing model, including the approximate onsite headcount and the use of dedicated versus shared resources, should be recommended by the respondent as part of its proposed solution and service delivery approach."

Question 196: What is the expected capacity requirement beyond the suggested 10,000–15,000 sq ft?

Answer 196: The square footage identified in the solicitation represents Dallas County's estimated operational requirement based upon current inventory levels and anticipated lifecycle activities. Respondents may propose alternative warehouse sizing provided sufficient capacity exists to support receiving, staging, imaging, deployment, storage, surplus processing, and surge operations throughout the contract term.

Question 197: How much hardware is currently stored in the current warehouse?

Answer 197: Inventory levels fluctuate throughout the year based upon procurement cycles, technology refresh initiatives, and departmental demand. Dallas County does not guarantee a fixed inventory volume for warehouse planning purposes.

Question 198: What percentage of device distribution is shipment vs. technician pickup vs. direct delivery?

Answer 198: Dallas County does not maintain formal distribution percentages for technician pickup, direct shipment, or direct delivery. Respondents should propose a flexible distribution methodology capable of supporting all County deployment scenarios.

Question 199: What defines 'priority equipment' for same-day dispatch requirements?

Answer 199: Priority equipment generally includes devices supporting Public Safety, Judiciary, Elections, Executive Leadership, Emergency Operations, and other County-designated critical business functions. Dallas County reserves the right to designate additional priority equipment as operational needs require.

Question 200: Will the vendor manage OEM warranty and RMA processes end-to-end?

Answer 200: The successful Vendor shall coordinate manufacturer warranty claims, repair activities, and Return Material Authorization (RMA) processes associated with supported County-owned equipment where applicable under existing manufacturer warranties.

Question 201: Is the vendor responsible for performing data destruction or coordinating with an ITAD provider?

Answer 201: The successful Vendor shall be responsible for secure media sanitization and destruction activities consistent with the requirements of the solicitation, including coordination with approved IT Asset Disposition (ITAD) providers where utilized.

Question 202: What is the estimated value of inventory that will be stored onsite for insurance purposes?

Answer 202: Dallas County does not guarantee the replacement value of inventory maintained within the warehouse environment. Respondents should obtain insurance coverage appropriate for the assets maintained under their care, custody, or control in accordance with solicitation requirements.

Question 203: Who are the incumbent vendors for service desk, field support, and warehouse operations?

Answer 203: Current support services are provided through a combination of County personnel and contracted service providers. Respondents should rely upon the requirements contained within this solicitation when preparing proposals. Public contract information may be obtained through applicable public information processes.

Question 204: What is the desired transition timeline and target go-live date?

Answer 204: The anticipated transition schedule will be established following contract award and coordinated between Dallas County and the successful Vendor. Respondents should propose a transition methodology that minimizes operational disruption while ensuring continuity of service.

Question 205: How is 'parallel run' defined, and who bears the cost of dual operations during transition?

Answer 205: Parallel operations may be required during transition to ensure continuity of critical services. The scope, duration, and responsibilities associated with any parallel operations will be finalized during implementation planning and contract negotiations.

Question 206: What is the expected scope of CMDB reconciliation during transition?

Answer 206: The successful Vendor shall perform validation and reconciliation of configuration and asset records necessary to establish accurate operational baselines and support ongoing configuration management processes.

Question 207: How will service continuity be managed during transition, particularly for P1/P2 incidents?

Answer 207: Respondents shall propose a transition approach that maintains uninterrupted support for Priority 1 and Priority 2 incidents throughout implementation activities. Continuity procedures will be finalized during transition planning.

Question 208: What are the expectations for training County staff on new systems and processes?

Answer 208: The successful Vendor shall provide training and knowledge transfer activities necessary to support County personnel on new operational processes, documentation, and technologies introduced under the resulting agreement.

Question 209: Can the County provide an estimated device refresh schedule?

Answer 209: Per addendum 2, question and answer 86 states: "Dallas County refreshes approximately 1,200–1,600 endpoint devices annually, subject to budget appropriations and departmental priorities. Hardware procurement is funded separately by the County. Vendor pricing should include receiving, imaging, staging, deployment, inventory updates, and asset disposition activities associated with County-directed refresh initiatives unless otherwise specified."

Question 210: Should travel costs be included in base pricing or itemized separately?

Answer 210: Respondents must clearly identify their proposed approach to travel-related costs in the pricing proposal. If travel costs are included in the proposed pricing, respondents should indicate that the pricing is fully burdened. If travel costs are excluded, they must be separately identified and itemized, along with any applicable assumptions.

Question 211: What tools and licensing are expected to be provided by the vendor versus the County?

Answer 211: Dallas County will provide access to County-approved enterprise technologies necessary for contract performance. Vendors remain responsible for licensing and costs associated with any proprietary tools proposed as part of their solution unless otherwise approved by Dallas Coun

Question 212: How will service credits be applied (total contract vs. individual service towers)?

Answer 212: Service credits shall be applied in accordance with the provisions contained within

the resulting agreement and associated SLA framework. Final calculation methodology and application procedures will be established during contract negotiations.

Question 213: Could the Government please confirm if offerors' five references should collectively demonstrate experience across the required technical services, public sector experience, and CJIS experience?

Answer 213: Yes. Collectively, the required references should demonstrate experience performing services comparable in size, scope, technical complexity, public sector operations, and CJIS-regulated environments consistent with the requirements of this solicitation.

Question 214: What requirements exist for logging, recording, or retaining support interactions?

Answer 214: Vendor support interactions shall be documented and retained within the County-approved ITSM platform in accordance with County records retention policies, security requirements, and applicable regulatory obligations.

Question 215: Can you confirm all required insurance coverage limits and any additional endorsements?

Answer 215: Per addendum 2, answer 132, which states; "Please refer to Section XVII, Insurance Requirements, of the solicitation. Vendors are responsible for complying with the insurance requirements specified therein".

Question 216: How does the Government anticipate vendors maintaining SLA compliance across 100+ geographically dispersed secondary facilities while simultaneously supporting six primary campuses during peak incident periods?

Answer 216: Vendors are expected to propose a comprehensive service delivery and staffing approach that ensures SLA compliance across all County facilities, including geographically dispersed secondary locations and primary campuses during peak incident periods.

The proposed solution must address scalability, resource allocation, and operational resiliency to meet service level requirements under varying workload conditions. Dallas County expects respondents to demonstrate how their model will maintain consistent performance and responsiveness across all supported environments.

Question 217: Since the service desk retains ownership of tickets throughout lifecycle resolution, how will KPIs and SLA liability account for delays caused by customer escalation teams, third-party vendors, telecom providers, or infrastructure groups outside of vendor authority?

Answer 217: Respondents are expected to propose their approach for managing end-to-end ticket ownership, including how KPIs and SLA measurements will be tracked and attributed when dependencies exist outside of the vendor's direct control.

The proposed solution must clearly define how delays caused by customer escalation teams,

third-party vendors, telecommunications providers, or County infrastructure groups will be handled within the SLA framework. Final SLA attribution and accountability will be defined in the executed agreement and governed by the County's established SLA model. County-caused delays may be excluded where contractually defined.

Question 218: Can the customer provide detailed definitions for all SLA measurement methodologies, including timestamp ownership, pause conditions, and exclusion mechanisms?

Answer 218: SLA measurement methodologies, including definitions for timestamp ownership, pause conditions, and exclusion criteria, are defined within the Service Level Agreement section of the RFP.

Respondents are expected to review the provided SLA framework and incorporate their proposed approach for measurement and reporting in their response. Any additional clarification or refinement of SLA measurement rules, including edge cases and attribution logic, may be addressed during contract negotiations and implementation planning with the selected vendor.

Question 219: What remedies exist if customer-managed teams consistently exceed escalation response targets?

Answer 219: SLA attribution and performance measurement will be governed by the final contract. Delays outside the Vendor's reasonable control may be addressed through established SLA exclusions, dependency definitions, and governance processes where applicable.

Question 220: Can the customer provide current fleet age distribution for endpoints, printers, and peripherals?

Answer 220: Dallas County maintains a diverse endpoint fleet with varying ages based upon technology refresh cycles and departmental funding priorities. Detailed fleet age distribution information is not available for proposal purposes.

Question 221: How will SLA attainment and CSAT scoring account for failures involving unsupported or out-of-warranty hardware?

Answer 221: SLA attainment and Customer Satisfaction (CSAT) scoring will be measured in accordance with the Service Level Agreement framework defined in the RFP and resulting contract.

Incidents involving unsupported or out-of-warranty hardware will be handled in accordance with County-defined support boundaries and escalation procedures. Where such conditions impact resolution times or service outcomes, attribution and SLA applicability will be evaluated based on the established SLA definitions, including any applicable exclusions, dependencies, or out-of-scope determinations outlined in the agreement.

Respondents must describe their proposed approach for identifying, tracking, and appropriately

categorizing such incidents within their SLA and reporting methodology.

Question 222: What percentage of devices are currently manufacturer-supported?

Answer 222: Dallas County does not maintain a guaranteed percentage of manufacturer-supported devices for proposal purposes. Device warranty status varies throughout the lifecycle management process.

Question 223: Please clarify operational responsibilities between the managed print provider and desktop support vendor.

Answer 223: The desktop support Vendor shall provide endpoint connectivity troubleshooting, driver support, workstation configuration assistance, and coordination with the County's managed print provider for hardware maintenance activities where applicable.

Question 224: What are vendor expectations regarding hardware repair of printers outside of active managed print coverage?

Answer 224: Hardware repair responsibilities for printers outside managed print coverage shall be coordinated with Dallas County and applicable maintenance providers in accordance with County-approved support procedures.

Question 225: What are vendor expectations regarding hardware repair of endpoint or peripheral assets outside actively managed third party warranty coverage?

Answer 225: The Vendor shall diagnose and support endpoint and peripheral devices regardless of warranty status; however, hardware replacement and repair costs remain subject to County approval and applicable procurement procedures.

Question 226: How will the customer differentiate between vendor performance deficiencies versus systemic operational constraints outside of vendor control?

Answer 226: Dallas County will evaluate Vendor performance based upon contractual service levels while recognizing documented dependencies and operational constraints outside the Vendor's reasonable control as defined within the resulting agreement.

Question 227: What assumptions should vendors make regarding minimum onsite staffing levels required to maintain SLA compliance during simultaneous multi-site outages?

Answer 227: Vendors should not assume or rely on County-defined minimum onsite staffing levels for purposes of maintaining SLA compliance during simultaneous multi-site outages.

Respondents are expected to propose a staffing and resource allocation model that is sufficient to meet all SLA requirements under normal operations as well as during peak demand conditions, including concurrent or cascading outage scenarios across multiple County sites.

Proposed approaches should address scalability, surge capacity, and operational resilience, including how resources will be dynamically allocated to maintain service levels during

widespread or high-impact incidents.

Question 228: How will SLA compliance be measured if mandatory reimage baselines materially extend repair and provisioning timelines?

Answer 228: SLA compliance will be measured in accordance with the Service Level Agreement framework defined in the RFP and resulting contract.

Where mandatory processes such as device reimaging are required, SLA applicability and timing considerations will be evaluated based on the established SLA definitions, including any defined exclusions, pause conditions, or dependencies related to County-required procedures.

Respondents must describe their proposed approach for incorporating required reimage baselines into their service delivery model while maintaining compliance with all SLA requirements and reporting standards.

Question 229: How should vendors prioritize SLA adherence when technicians are simultaneously engaged in imaging workflows and geographically distributed incident dispatch requirements?

Answer 229: Vendors are responsible for proposing a service delivery and prioritization model that ensures adherence to all SLA requirements across concurrent operational demands, including imaging workflows and geographically distributed incident dispatch activities.

The proposed approach must clearly define how resources are allocated and prioritized to maintain SLA compliance under competing workload conditions. Respondents must demonstrate how their staffing model, scheduling practices, and escalation procedures will ensure timely response and resolution across all service requests while supporting required imaging and deployment activities.

Question 230: Are modernized endpoint provisioning workflows in place such as Autopilot, standardized driver management, or cloud-native deployment technologies?

Answer 230: Dallas County currently utilizes modern endpoint management technologies, including Microsoft Intune, Microsoft Endpoint Configuration Manager (MECM), and standardized imaging processes to support endpoint provisioning and lifecycle management. Respondents must propose any additional automation or modernization capabilities they believe will improve operational efficiency while remaining compatible with the County's enterprise architecture and security requirements.

Question 231: What environmental transformation initiatives are expected to occur during the contract term that may materially impact support delivery assumptions?

Answer 231: Dallas County anticipates continued modernization of end-user computing, endpoint management, automation, self-service capabilities, asset lifecycle management, and IT service management processes during the contract term. Specific initiatives, priorities, and implementation schedules will be determined by the County based upon operational needs, technology strategy, and available funding.

Question 232: Could the government please confirm the percentage of Surge requirement that would occur annually?

Answer 232: The County has not defined or established a fixed percentage of annual surge requirements. Surge demand is variable and event-driven, including but not limited to elections, emergency response activities, court schedule fluctuations, and County-declared special events. Respondents are expected to propose a scalable approach to support surge operations as part of their solution and service delivery model, in accordance with the requirements outlined in the solicitation and applicable addenda.

Question 233: Could the government please confirm the percentage of workers that would be working remotely?

Answer 233: Dallas County does not maintain a fixed percentage of remote workers for purposes of this solicitation. Work arrangements vary by department, business function, and operational requirements. The successful Vendor shall provide support services capable of supporting onsite, hybrid, and remote users as required.

Question 234: Could the government please confirm what types of tickets are excluded from the SLA measurement?

Answer 234: SLA exclusions, including any ticket types that are not subject to SLA measurement, are defined within the Service Level Agreement section of the RFP and the resulting contract.

Respondents should refer to the SLA framework provided in the solicitation for applicable inclusions, exclusions, and measurement criteria. Any additional clarification regarding exclusion categories may be addressed during contract negotiations and implementation planning with the selected vendor.

Question 235: What factors will truly determine award: Price, Local presence, Public-sector experience, Incumbent replacement capability, Transformation maturity? Based on prior procurements, does Dallas County historically award to: The lowest-cost provider, Best-value MSP, Incumbent/familiar vendors? How many vendors are expected to bid, and is there an anticipated shortlist already under consideration?

Answer 235: Dallas County will evaluate proposals in accordance with the evaluation criteria and methodology established within the solicitation document. Award will be made to the respondent whose proposal is determined to provide the best overall value to the County based upon the published evaluation factors. Dallas County does not disclose anticipated proposer participation, evaluation deliberations, incumbent preferences, or potential shortlist information as part of the competitive procurement process.

Except as provided herein/above, all other specification requirements of the original solicitation referenced shall remain unchanged in full force and effect. This addendum should be signed and returned with your Solicitation package on or before 7/16/2026, @ 2 PM (CST).

EXHIBIT A

Historical Operational Information

Disclaimer

Dallas County does not warrant the completeness, accuracy, or future applicability of the information contained herein. Historical volumes and metrics may fluctuate based on County operational requirements, technology initiatives, elections, emergency events, staffing changes, budget appropriations, and other operational factors. Respondents remain responsible for determining the resources necessary to meet all solicitation requirements.

Environment Summary

Metric	Approximate Volume
Supported Users	Approx. 6,500 +
Supported Devices	Approx. 10,000
Facilities Supported	50+
Annual Refresh Volume	1,200–1,600 devices
Windows 11 Progress	60% +
Service Desk Hours	24x7x365
L2 Support Hours	M–F 7 AM–5 PM

Current Technology Environment

Function	Platform
IT Service Management	Ivanti Neurons for ITSM
Knowledge Management	Ivanti Neurons Knowledge Base
IT Asset Management	Ivanti Neurons Asset Management
CMDB	Ivanti Neurons CMDB
Endpoint Management	MECM / Microsoft Intune
Mobile Device Management	Microsoft Intune / MobileIron – Ivanti Neurons for MDM
Endpoint Security	Absolute Secure Endpoint / SentinelOne
Telephony	Cisco Call Manager
Contact Center	Calabrio

Historical Ticket Volume

Month	Tickets
May	4,525
April	4,901
March	5,214
February	5,792
January	5,706
December	5,151
November	4,831
October	6,309
September	5,990
August	6,256
July	6,386
June	6,516

Metric	Volume
Annual Ticket Volume	67,487
Average Monthly Ticket Volume	5,624

Historical Call Volume

Month	Calls
May	2,876
April	3,320
March	3,594
February	3,501
January	3,700
December	2,901
November	2,764
October	3,705
September	3,584
August	4,164
July	3,941
June	4,144

Metric	Volume
Annual Call Volume	42,194
Average Monthly Call Volume	3,516

Endpoint Lifecycle Activity

Dallas County refreshes approximately 1,200–1,600 endpoint devices annually, subject to budget appropriations and departmental priorities. Vendor responsibilities include receiving, imaging, staging, deployment, inventory reconciliation, asset tracking, and disposition activities associated with County-directed refresh initiatives.

Surge Operations

Respondents should anticipate support requirements associated with elections, emergency operations, disaster response activities, court schedule changes, County-declared special events, technology refresh initiatives, and facility moves and expansions.

Additional Information

Vendors are responsible for verifying all assumptions and must not rely solely on the information herein when formulating proposals. Dallas County makes no warranties, expressed or implied. Any confidential or proprietary information provided by Dallas County is subject to disclosure in accordance with the Texas Public Information Act and is not guaranteed to remain confidential. Distribution of this document beyond the intended vendor community is prohibited without prior written authorization.