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## SMECO Supplier Diversity- IT Opportunity Announcement

Anticipated Award Date: Q1 2016

Place of Performance: Hughesville, MD

### **Purpose of Contract:**

SMECO currently has an outsourced IT Helpdesk support organization which utilizes Remedy as its IT Helpdesk management software. The primary function of the current IT Helpdesk is to attempt first call resolution or create a ticket and assign to the appropriate SMECO IT group to work. However, very few calls are currently resolved during the initial contact from an end-user. Tickets are created and assigned to a group to work, but no IT Helpdesk follow-up or escalation occurs with the exception of Priority 1 or 2 tickets.

Presently, the IT Helpdesk has various procedures, an IT Helpdesk procedures manual, and the ability to log and track issues. These items are important to the success of any IT Helpdesk. SMECO has a limited reporting mechanism in place to adequately monitor and manage workload at a corporate level. In addition, the employees of SMECO are not properly educated in how to effectively use the IT Helpdesk as a service tool. Additionally, it is a challenge for SMECO to set up and effectively manage service levels (SLAs) and to perform ongoing assessments of SMECO's IT environment.

### **State of Work**

SMECO seeks a business partner to provide IT Helpdesk support services. The following functions are within the scope of the project:

Provide standard IT Helpdesk services including the following:

- 24/7 telephone coverage for all IT related incidents and problems
- Incident/problem recording and tracking
- Technical telephone support for Windows 7/8 and all Microsoft Office 2010/2013 products, and Microsoft remote clients
- Technical telephone support for iPad/iPhone remote clients (iOS 7/8)
- Web-based IT Helpdesk application for entering and tracking incidents and problems
  - Application to be hosted by or for the vendor, not by SMECO
  - Application to be accessible to SMECO users, not just IT Helpdesk staff, for entering incidents/problems and tracking status
- Interface for extracting reports for IT Helpdesk statistics

## Technical Requirements

1. Helpdesk technicians/operators need to, at a minimum, be able to analyze and fix problems related to the software list below. Please describe any additional software support that you provide.

- a. Microsoft Windows 7/8 Enterprise which also includes all accessories that are packaged with the operating systems
- b. Microsoft Office 2010/2013, which includes Excel, Word, Outlook, PowerPoint and Access
- c. Internet Explorer 8/9/10/11 and some Firefox and Chrome.
- d. Apple iOS 7/8 (iPad/iPhone) and Safari browser support.

In addition to the software list above, IT Helpdesk technicians/operators should be able to, at a minimum, provide the services listed below. Please describe any additional services that your operations provide.

- a. Password resets for Windows 2008/2012 Domain
- b. Troubleshooting printer problems at the desktop level

## 2. Technical IT Helpdesk Software/Application Requirements

The following is a list of technical requirements for the IT Helpdesk software/application to be used to support.

<b>SYSTEM TECHNICAL REQUIREMENTS</b>	<b>Y/N, Comments</b>
Is mobile device communication part of the main feature?	
State any additional interfaces that are available (i.e., e-mail, text messaging, etc.).	
Identify any third-party products and services that are required to implement and support your IT Helpdesk software/application such as Crystal Reports, Microsoft Access, etc.	
State how users "log in to use the system"	
Does software/application have ability to have multiple users signed on at the same time, and updating same tables/files at the same time?	
<b>SOFTWARE/APPLICATION INSTALLATION AND MAINTENANCE</b>	<b>Y/N, Comments</b>
Describe in detail the process of installing any of the components to your IT Helpdesk software/application.	
Describe in detail the process of implementing application updates or enhancements and any potential effects on the SMECO.	
<b>IMPLEMENTATION SCHEDULE</b>	<b>Y/N, Comments</b>
Detail Implementation for: Setup of users and on-site technical resources.	
Detail Implementation for: Request for Service process - categories, escalation, reporting, etc.	
<b>CUSTOMIZATION</b>	<b>Y/N, Comments</b>
Indicate if you feel customization of your software/application is necessary to meet the functionality described in this proposal.	
Indicate if system tailoring is required (i.e., dictionaries, etc.). Indicate the	

approximate time required.	
Indicate if system tailoring is required to provide in customer response a PDA component.	
Does SMECO have the ability to have Web pages, logos, colors, fonts, etc. customized?	
<b>SOFTWARE/APPLICATION SPECIFICATIONS</b>	<b>Y/N, Comments</b>
Should have ability to track the number and all types of Requests for Service (i.e., number of hits to site including frequently asked questions or knowledge base).	
Should have the ability to generate Requests for Service providing details on the Requisitioner of the service.	
Should have ability to generate Requests for Service providing details on the department/location requesting service.	
Should have ability to generate Requests for Service providing details on priority.	
Should have ability to generate Requests for Service providing details on type of service requested.	
Should have ability to track status of Requests for Service.	
Should have ability to build history of all Requests for Service.	
Should have ability to view history by Requestor.	
Should have ability to view history by resources.	
Should have ability to view history by priority.	
Should have ability to view history by type.	
Should have ability to view history by department/location requesting service.	
Should have ability to view history by date requested.	
Should have ability to view history by date assigned.	
Should have ability to view history by date completed.	
Should have ability to view history by person(s) completing work (multiple fields).	
Should have ability to view history by description of work.	
Should have ability to view history by job function.	
Should have ability to view history of hours to complete task.	
Should have ability to search all Requests for Service by any text string or combination of words.	
Should have ability to create and store SMECO solutions database of frequently asked questions (FAQ's).	
Should have ability to search for the answers to frequently asked questions.	
Should have ability to provide automatic notification of overdue Requests for Service.	
Should have ability to provide automatic escalation of overdue Requests for Service.	
Should have ability to adjust timing of escalation parameters.	
<b>ACTIVE DIRECTORY</b>	<b>Y/N, Comments</b>
Should have the ability to provide integration of end users with Active Directory for authentication.	
<b>STAFFING INFORMATION</b>	<b>Y/N, Comments</b>
Does software/application have the ability to identify staff by employee number?	
Does software/application have the ability to identify staff locations?	

Does software/application have the ability to separate staff into groups based on zones, expertise, disciplines and skills required to complete the Request for Service?	
Does software/application have the ability to input contact information (i.e., cell number, pager, e-mail address)? State any other fields available.	
Does software/application have the ability to input hours worked on an assigned task/Request for Service?	
Does software/application have the ability to calculate productivity time?	
Does software/application have the ability to create work schedules?	
Does software/application have the ability to assign Request for Service to a pool of staff, depending on disciplines and skills required to complete the Request for Service?	
<b>ASSETS/INVENTORY/WORKSTATION AUDITING</b>	<b>Y/N, Comments</b>
Should have the ability to load/link inventory of workstations from SMS. Please provide details of how it will interface or link with SMS for an inventory of workstations.	
Does software/application have the ability to link Requests for Service with inventory items to track support history of equipment?	
<b>REQUEST FOR SERVICE - PROCESS, FLOW AND ESCALATION</b>	<b>Y/N, Comments</b>
Detail how SMECO field technicians or IT support staff can be notified of any new Requests for Service entered in the system.	
Does solution include the ability to automate call-outs and track responses?	
Should have the ability for originator of Request for Service to choose from list of common problems (i.e., forgotten password).	
Should have the ability to flag (assign) Request for Service to specific technical staff.	
Should have the ability to assign a customizable status to a Request for Service (i.e., open, assigned, escalated, scheduled, closed, etc.).	
Should have the ability to choose from a pool of resources when assigning staff to a Request for Service.	
Should have the ability for technicians to open, close, escalate and close a Request for Service.	
Include any other features that may assist in the flow of Requests for Service.	
<b>PREVENTATIVE MAINTENANCE (PM)</b>	<b>Y/N, Comments</b>
Does software/application have the ability to generate automated Requests for Service based on PM schedules?	
Does software/application have the ability to reserve staff for PM?	
Does software/application have the ability to view upcoming PM requests in advance of Request for Service order being generated?	
<b>TECHNICIAN WEB</b>	<b>Y/N, Comments</b>
Does software/application allow technicians the ability to create, edit and close Requests for Service remotely with PDA's? If so, provide details.	
<b>USER REQUESTS</b>	<b>Y/N, Comments</b>
Does software/application allow users to submit Requests for Service from the Web? If so, provide details.	
Does software/application allow users to submit Requests for Service by e-mail? If so, provide details.	
Does software/application allow users to submit help requests from a telephone/voice mail? If so, provide details.	
Does software/application allow users to submit help requests from a	

PDA? If so, provide details.	
Does software/application allow users to attached documents to requests?	
If so, provide details.	
Does software/application allow users to review the status of their Requests for Service?	
Does software/application allow users to search the database for information before logging a Request for Service?	
State any other methods whereby users can submit Requests for Service.	
<b>REPORTS</b>	<b>Y/N, Comments</b>
Should have ability to generate reports by Request for Service number.	
Should have ability to generate reports by Status (i.e., Open, Closed, and Escalated).	
Should have ability to generate reports by Requisitioner/user.	
Should have ability to generate reports by resources required.	
Should have ability to generate reports by priority.	
Should have ability to generate reports by type.	
Should have ability to generate reports by department/location requesting service.	
Should have ability to generate reports by date service was requested.	
Should have ability to generate reports by date service was assigned.	
Should have ability to generate reports by date service was completed.	
Should have ability to generate reports by person(s) completing work.	
Should have ability to generate reports by job function.	
Should have ability to generate a summary report of Requests for Service.	
Should have ability to generate reports by knowledge base, by text string or combination of words.	
Does software/application have the ability to generate staff pool/list?	
Does software/application have the ability to generate various types of productivity reports? If so, please describe.	
Does software/application provide the ability to easily develop ad hoc reports? Please describe how this is done.	

To register interest in this opportunity please create a supplier profile in the SMECO Supplier portal located at [www.smeco.coop](http://www.smeco.coop). Please forward all expression of interest and required documentation by 12/1/2015 to:

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