



Solicitation Information
10 May 2012

RFP # 7449715

Title: Service Desk Software

Submission Deadline: 13 June 2012 @ 11:00 AM (Eastern Time)

Questions concerning this solicitation must be received by the Division of Purchases at questions@purchasing.ri.gov no later than **23 May 2012 at 12:00 Noon (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP / LOI # on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

Jerome D. Moynihan, C.P.M., CPPO
Assistant Director for Special Projects

Vendors must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Vendors:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

**SELECTION OF A HELPDESK SOFTWARE FOR THE
STATE OF RHODE ISLAND**

INTRODUCTION

The Rhode Island Department of Administration / Division of Purchases, on behalf of the Rhode Island Department Administration, Division of Information Technology, is soliciting proposals to procure HELPDESK SOFTWARE FOR THE STATE OF RHODE ISLAND, in accordance with the terms of this solicitation and the State's General Conditions of Purchase (which is available at www.purchasing.ri.gov).

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS

Potential offerors are advised to review all sections of this request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.

All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.

Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.

All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.

Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. The "Official" time clock is in the reception area of the Division of Purchases.

In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation shall have the right to transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This will be a requirement only of the successful bidder (s).

Offerors are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws.

Submitters should be aware of the State's MBE requirements, which addresses the State's goal of ten per cent (10%) participation by MBE's in all State procurements. For further information, contact the

State MBE Administrator at (401) 574-8253 or Charles.Newton@doa.ri.gov . Visit the website <http://www.mbe.ri.gov>

Interested parties are instructed to peruse the Division of Purchases web site on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP / LOI

Equal Employment Opportunity (RIGL 28-5.1) § 28-5.1-1 Declaration of policy. – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies in all areas where the state dollar is spent, in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office, at 222-3090 or via email rlambert@gw.doa.state.ri.us

Subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.

BACKGROUND

The State of Rhode Island is currently using HP OpenView version 4.5 as their helpdesk software. We have been using this product since 2006 and version 4.5 will no longer be supported after December 1, 2012. The State does not plan on upgrading to the latest version due to the high implementation/maintenance costs.

The State of Rhode Island is looking to purchase and migrate to a new helpdesk platform prior to the end of the calendar year. While the State will continue to provide the Helpdesk staffing we are exploring cloud hosted software solutions as well as in-house supported software. We currently have 75 licenses for OpenView and create an average of 35K tickets a year. We have over 10,000+ and 750 organizations in our database that would need to be migrated over to a new product. Any open tickets at the time of migration would also need to be entered in the new product.

TENTATIVE Timeline:

RFI released: May 10, 2012

RFI responses due: June 13, 2012

Short-list of vendors selected and notified: July, 2012

Short List Vendor Presentations and/or follow ups: July, 2012

Estimated Date of Award: August , 2012

Desired Migration Completion Date: Fall 2012

Process for Prospective Vendors:

See State of Rhode Island Purchasing Requirements

List which of the requirements you meet, including any qualifications

Prepare a proposal for how you would meet our needs, in 10 pages or less

A description of all of the costs associated with your proposal

The State of Rhode Island will notify short listed vendors to schedule presentation and address follow up questions. (please see the Timeline section above for details)

Service Desk Software – Software Requirements:

Active Directory Compatible
Customer self-service portal
Email to ticket conversion Option
Ability to create different ticket templates
Incident Management
Change management
Knowledge Base Management FAQ's
Customizable Views, Roles and Rules
Email notification to techs/customers/workgroups for life cycle of ticket
Able to migrate old data easily to the new software
Multiple reporting options including automation of reports with option to auto email

The Division of Information Technology is requesting proposals from experienced HelpDesk software vendors to respond with a proposal which provides:

Detailed Explanation of your Product
Completion of Requirements Matrix
On premise Hardware/Software Requirements and Licensing Fees
If Cloud Hosted Helpdesk, please provide yearly fee for that service and provide details on what constitutes a licensed seat
Maintenance Cost for years 1-3
Customer Service & Support - Vendor must have a commitment to customer service during implementation and throughout the use of the solution (i.e. return calls promptly, have a help desk, have a support webpage, etc.)
Detailed Implementation/Migration Plan - Prepare a detailed implementation plan to implement the proposed design, including resources, timeline, tasks, hours and State responsibilities. The implantation plan should include a detailed plan on how data will be migrated over to the new product which will include
75 Licensed Users
10,000 Customer Data
750 Organizations
68 Workgroups
94 Roles
200 Views (views that the techs see that are associated with their workgroup)
Open Tickets at time of migrations (currently there are 450 open tickets)
42 User Interface Rules
70 Database Rules
88 Templates
Describe Upgrade/Feature Improvements schedule
How many upgrades have been released in the past 3 years
Training - Vendor must provide training on new product
Admin Training
Tech Training
Helpdesk Analyst Training
Qualifications - Vendor must provide an overview of their qualification including but not limited to:
Years in Business
3 References that use your software and are of the same size as the State of Rhode Island
ITIL Based

Deliverables (in line with requirements above)

Hardware/Software Requirements and Pricing
Cloud Hosted Maintenance – Annual Cost
Licensing Fees per seat
Implementation/Migration Plan and Pricing
Training Plan and Pricing
Qualifications

Pricing Matrix

ON Premise Solution Services	Fee
Per Seat Licensing (Initial 75 Users)	
Additional Per Seat (based on 5 seat increments)	
Annual Maintenance Fee	
Migration/Implementation Fees (All Inclusive)	
Cloud Solution Services	Fee
Per Seat Licensing (Initial 75 Users)	
Additional Per Seat (based on 5 seat increments)	
Monthly Maintenance Fee	
Migration/Implementation Fees (All Inclusive)	

Scoring Criteria:

The State will commission a Technical Review Committee which will evaluate and score all proposals using the following criteria.

Vendor Qualification – Technical, Business Expertise & References	15 points
Solution Design & Manufacturer’s Qualifications	20 points
Implementation Approach	20 points
Training and Documentation	15 points
Cost	<u>30 points</u>
Maximum evaluation points	100

The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 and the total points available are fifty (50), vendor B’s cost points are calculated as follows:

$$\$65,000 / \$100,000 * 50 = 32.5 \text{ pts}$$

The top 4 scoring vendors eligible for award may be required to give an oral presentation of the proposed solution. Vendors will be contacted to make arrangements for times and dates. The selected vendors should expect to conduct one 2 hour session to review their solution and answer any questions regarding their proposal. The Technical Review Committee may revise original scores of the top 4 vendors based on the vendor’s oral presentation.

The State reserves the right to reject any or all proposals submitted as a result of this bid process. Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not further considered.

The State may, at its sole discretion, request certifications or affirmations, as appropriate.

The Technical Review Committee will present written findings, including the results of all evaluations, and recommendation to award to the Division of Purchases. The Chief of Purchasing, Department of Administration will make the final award. Upon receipt of final approval, a web posting will indicate that a final selection has been made.

Responses (an original plus four (4) copies) should be mailed or hand-delivered in a sealed envelope marked “with the RFP # 7449715 Service Desk Software”

RI Department of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

Proposals should include the following:

1. A completed and signed three-page RIVIP Bidder Certification Cover Form, available at www.purchasing.ri.gov
2. A Cost Proposal reflecting the fee structure, proposed for this scope of services and
3. A *separate* Technical Proposal describing the qualifications and background of the applicant and experience with similar programs, as well as the work plan or approach proposed for this requirement.
4. A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at www.purchasing.ri.gov.
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in electronic format (CD / flash drive). Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested. This CD or flashdrive should be included in the proposal marked “original”.