Department of Administration / Division of Purchases
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21 May 2012

Addendum #2

RFP 7449715

Title: Service Desk Software

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

- **Vendor questions / State responses are released in this addendum.**
- **Interested parties may submit e-mailed questions until 23 May 2012 @ 12:00 Noon (EDT)**
- **Peruse this website, on a regular basis, for further information regarding this procurement initiative.**

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Administrator of Purchasing Systems

Questions for RFP # 7449715 Service Desk Software

Vendor A:

1. On page three (3) under the Process for Prospective Vendors you state "Prepare a proposal for how you would meet our needs in 10 pages or less.

On page 4 you list a number of items for us to include in our response including:

Detailed Explanation of your Product
Completion of Requirements Matrix (is this provided as a separate document?)
Pricing (On-premise, cloud, Maintenance, etc,
Detailed Implementation/Migration Plan
Training Information
Product Upgrade information
Qualifications including references and a few more items

This information would typically exceed 10 pages, could you please provide some guidance as to how we should respond?

2. You have asked for a detailed implementation/migration plan and pricing, would that scope include the list of requirements you provided on page 4 (please see the list below)?

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

Vendor B:

1. Does the State intend to use Active Directory for authentication purposes only, or does it seek to import/synchronize employee profile information with AD?
2. Does the state want the Help Desk tool to manage the state's own knowledge base records (i.e. Solution type records) or does it want to have the ability to use a Knowledge Base Management tool containing a database of support articles, such as RightAnswers?
3. Which reporting tool does the State currently use and is this the tool that it plans to use with the new Helpdesk system?
4. Are we correct to assume that the 10-page response limitation excludes any Pricing information, as it is supposed to be a separate document? Are there to be one original and 4 copies of BOTH the Cost proposal AND Technical proposal?
5. On page 3, in the statement "We have over 10,000+ and 750 organizations…," does the 10,000 refer to the number of components, tickets, or employees in your existing database?
6. On page 4, it states "Completion of Requirements Matrix." However, we cannot find such a matrix. Does this mean the list of requirements at the top of the page?

7. On page 4, it states “10,000 Customer Data.” Is this the number of customers or incidents?
8. On page 4, it states “68 Workgroups.” What is a workgroup in the context of your configuration? Is it a department? How is it different from an Organization?
9. On page 4, it states “94 Roles.” Are these the number of analyst roles that you have in place today? It is likely that a different tool may simplify/require a different number or roles.
10. On page 4, it states “42 User Interface Rules.” In order to prepare an accurate response to this requirement and to match our product capabilities and functions with what the State is used to seeing, would it be possible for the State to either provide a list or, preferably, a brief description of each of the rules.
11. On page 4, it states “70 Database Rules.” In order to prepare an accurate response to this requirement and to match our product capabilities and functions with what the State is used to seeing, would it be possible for the State to either provide a list or, preferably, a brief description of each of the database rules?

Vendor C:

We are proficient in a number of service desk offerings. Would multiple submissions be acceptable?

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ANSWERS:

Answers for questions from Vendor A will be posted at a later date.

Vendor B:

1. Import and Sync with AD
2. The State would like the helpdesk software to include a Knowledge base
3. We have no reporting tool in place at this time
4. Yes, the 10 page response is separate from pricing info. Send 4 copies of the completed RFP
5. 10,000+ refers to customers that are in our database
6. You can skip that, Purchasing forgot to add that in
7. Customers
8. We have 68 technical workgroups where the tickets are routed to. Example Department of Administration could have 3 workgroups Desktop Support, App/Dev, Web Pages
9. These are the # of roles we have for the technicians to be assigned to.
10. Interface rules consist of when a ticket is opened the customer will receive an email stating the ticket was open, along with the workgroup that is assigned to it.
11. When a ticket is created or modified it will email the specific workgroup it is assigned to or it can email a specific customer. There is not much of a difference between DB rules and UI rules.

Vendor C:

Yes, but you cannot lump them all in one. You need to submit them separately.