Solicitation Information
4 June 2012

Addendum #3

RFP # 7449715

TITLE: Service Desk Software

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

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.

ALSO ATTACHED IN COLUMN LABELED 'INFO' IS A DOWNLOADABLE ZIP FILE SHOWING SOFTWARE REQUIREMENTS.

NO FURTHER QUESTIONS WILL BE ANSWERED.

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Vendor A: RFP # 7449715 Service Desk Software Questions:-General

1. On Pg 3., Process for Prospective Vendors: Please clarify as to what is meant by "See State of Rhode Island Purchasing Requirements?" Is this a form/publication? How do we obtain it? Go to Purchasing.ri.gov

2. On Pg 3., Process for Prospective Vendors: List which of the requirements you meet, including any qualifications. Is this a form/document? How do we obtain it? Please see the requirements matrix that is attached

3. What is meant by the "Requirements Matrix?" (see pg.4) are you referring to the "Pricing Matrix" on Page 5?
   Requirements matrix is attached

4. Maintenance Costs: Please clarify what prices you are looking for? You are calling for years 1-3 but the pricing Matrix only allows for a cost per annum? We need to know what the maintenance costs will be for the first year as well as the 2nd and 3rd year. And also need to know what is specifically covered in that maintenance fee. We want to make sure that we will be charge the same amount for years 1, 2 and 3.

5. Please clarify; is this bid require us to supply the hardware? We generally provide specifications but allow our customers to source hardware themselves. You do not need to supply hardware

6. Bid is requesting Training: This is Not included on the Pricing Matrix? Suggestions? Please submit pricing that will include training for the administrator as well as analysts.

7. Please clarify what part of the response is to be included in the 10 pages or less referenced on pg. 3?

- 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

8. Can you supply RFQ 7449715 in a Word Document format? No

9. Can you please clarify your requirements for change management; i.e. do you need formal tool **approval** with audit trails or just a way to indicate that it has been approved (checkbox, email trail, etc.). Formal Tool Approval

10. How quickly will answers to the questions be provided?

11. Where will the project be delivered, a central location or regionally? Central

12. Will the process owners be located at a central location? **Yes**

13. Will this be a staged approach or will it be a big bang approach, meaning going live with all ITIL processes at the same time? We will be rolling out the entire product all at once

14. Do you want the self-service users to have access to the knowledgebase (i.e. FAQs) Yes

15. What is the current hardware configuration being used by your existing solution? Windows 2003 Server/SQL Server

16. Please describe the current IT Service Management environment both in terms of software, integrations, and supporting infrastructure. See RFI and requirements matrix

17. Would you be able to share the current state of your ITIL® processes? We would need to know how much effort in this area is needed. No

18. Would you be able to provide copies of the Workflows that would need to be automated in the service desk application? Yes

19. Please describe the pros and cons of the current solution. See background details in RFI

20. Please describe the reasons, business, technical, etc., why you are considering another solution? What do you hope to achieve that you do not have now? See background details in RFI

21. Do you have defined ITIL processes or do you need assistance with definition? ITIL process is defined

22. Do you have a detailed requirements document that includes business workflow, User Interface policies, categorizations, priority matrix, etc, or, do those items need to be included in a discovery effort? Requirements matrix is attached.

23. How many service desks will you have and if you have more than one are they dispersed Geographically? Which locations if more than one? 1

24. Please describe your requirements for high availability, redundancy, test & Development. Our current configuration includes a test and production environment.

25. Does any of the data need to be segregated, in example, separating access to customer ITSM data versus internal ITSM data, Configuration Items, etc? If so, what is the delineator, is it by company, department, region, etc.? No

26. Do any additional languages need to be supported? If other than English, what are the other languages? No

27. Are there any security considerations, such as, data encryption for sensitive data, VPN tunneling, etc? If vendor proposes a hosted solution then vendor should describe their method of ensuring data and connectivity are secure.

28. On Page 3 it states that all proposals should be 10 pages or less. If we have material that will augment our feature descriptions (list of OOTB reports, sample Services SOW, etc.) can these be added as an appendix or listed as Exhibits, etc. Add as appendix or exhibits

29. How many participants do you anticipate sending through Administrator training? Analyst? Up to 5 Administrators and up to 25 analysts.

30. Would you be open to a train-the-trainer program or would you prefer the VENDOR provide all the training? Train the trainer program is preferred

31. Our services approach is a shared consulting methodology where we, the vendor, perform setting up some of the workflows, surveys, Configuration Items, ticket templates, etc. and through knowledge transfer the client is able to set up the remainder. How much of the services work do you anticipate the VENDOR to provide and how much do you anticipate THE STATE to provide? Do you want us to base our implementation/migration plan on what is most typical or do you want us to base it on we, the vendor, performing 100% of the set up.
    Vendor perform 50% of setting up workflows, survey, config items and templates
    Vendor perform 100% of software installation and migrating all customer data to the new system

32. Regarding Data Migration – no 2 systems are the same therefore we recommend (usually) keeping the old system up until most of the open tickets are closed. There will be some manual transfer, however, of old tickets to the new system. Do you anticipate doing this or do you want the vendor to (this will help us derive a more accurate estimate). The vendor can certainly bring over historical data as part of the knowledge base.
    The State would take responsibility for manually entering any open tickets into the new system at the time of cutover to the new system.

33. Can you confirm that Appendix A – General Conditions of Purchase, Amended Regulations adopted June 20, 2011, are the terms being used for this solicitation?
    Yes.

34. Pertaining to the Appendix A - General Conditions of Purchase, *Section 29. Goods Produced in the Republic of South Africa*, the boycott was valid during apartheid, but is it still valid, given the democratically elected government for this country? **No. This is not applicable.**

Disk Based Bidding Information

File Format

All disk based bid files are ZIP files that you can open using the **WinZip 8.1** software. The ZIP file will contain one or more files based on the type of Bid/RPF.

Downloading the Disk Based Bid

Bids that have a file for download are marked with a "D" in the Info field of the bid search results. The "D" will be an active link to the WinZip file until the bid reaches its opening date. Clicking on the active "D" link will allow you to open or save the ZIP file associated with the bid. Opening the WinZip file will download a copy to your computer's temporary directory.

Opening the Disk Based Bid

Once downloaded, you can open the ZIP file with Winzip and view the Microsoft Office files contained within the WinZip file. Immediately save (extract) the individual files to an appropriate directory on your computer, such as "Desktop" or "My Documents".

Completing the Disk Based Bid

Once the Microsoft Office files are properly saved, open the individual files and enter the required information in the appropriate fields. Save each file again to capture the new information you entered.

Submitting the Disk Based Bid

Save the completed files to a CD or diskette. Label the CD or diskette with the Bid/RFP number and bidder's name (company name, not contract name). Submit as instructed in the Bid or RFP solicitation document.