



**Solicitation Information
June 7, 2017**

Addendum #4

RFP #7551630

TITLE: IT Help Desk Software

Submission Deadline: June 21, 2017 at 1:30 PM (ET)

Attached are vendor questions that were received timely, but not posted.

GAIL WALSH
CHIEF BUYER

Vendor H

Section 5.3 - "Automated e-mails to ticket conversion option" - Is this referring to emails being sent to ServiceNow that automatically opens a ticket? **We don't use ServiceNow, we use Cherwell IT Service Management. This item does refer to service tickets being automatically created when an e-mail is sent to the service desk address.**

Section 5.3 - Can you please provide an example of how help desk agents work tickets on their mobile device? **An app would be downloaded to the phone in which the tech would log into the system, open a ticket, update the ticket and then close the ticket if complete.**

Section 5.3 - Do Help Desk tickets include both incident and service catalog? Incidents and Service Desk Catalog are two different items. **A service desk ticket can be created from a user requesting an item from the service desk catalog since the service desk catalog is a listing of IT Services offered.**

Section 5.3 - If service catalog is in scope, is there an estimated number of catalog items in scope?
No

Section 5.3 - Will the development of an end user service portal that allows users to submit, track, and resolve tickets be in scope? **Yes**

Vendor I

1. Under "Response Contents" (page 6) number 3 requires responses to section 5 and 6, and number 4 requires a response to section 7.
 - a. Can the State of Rhode Island provide what information we must respond to per section 6?
(Page 6, number 3 and 4 are amended as follows:
 - i. **3. A separate Technical Proposal** consisting of Vendor's response to Section 5, Vendor Capability, Capacity and Qualifications
 - ii. **4. A separate, signed and sealed Cost Proposal, Section 4 (Top of Page 11 – Pricing Matrix).**
 - b. Can the State provide further information in regard to section 7 for the pricing matrix?
Please disregard reference to section 7. Pricing matrix is located at the top of Page 11. Each item is listed and the SoRI is requesting the vendor to provide a fee/price for each.
2. Page 3 mentions W9 forms.
 - a. Can we submit the IRS Form W9 or do we need RFTIN from the website, or send both?
 - i. If you are requiring RFTIN, a mailing address is provided at the bottom of the form. Would we send it to the provided address separately, or include it in the bid packet, or both? **Please include TFTIN from website with your response. Do not mail.**

3. Can the State clarify what all is included in the 10 pages?
 - a. Does the cover page, cover letter, table of contents, appendices, etc. count as part of the 10 pages? **For instance, the latest addendum (Disclosures, Ownership Disclosure, and Certifications) consists of three pages that the respondent must reply to. Assuming that you are referring to section 5.2, the proposal will need to contain how the vendor will meet our needs in 10 pages or less.**
4. Is the State definitely replacing the current solution (Cherwell) or is the existing vendor bidding on this replacement contract? **Yes, We are replacing the current solution.**
5. Where may we find the Requirements Matrix that is referenced under section 5.3 on page 10 of the solicitation? **The requirements matrix is on the top of page 11.**
6. Can the State tell us how many named users will be fulfilling ticket requests?
 - a. We understand there are 65 concurrent users today (Cherwell) and 140 Help Desk Users (pg. 10). Are the 140 Help Desk Users responding to tickets placed by all end users of the system? **Yes, there will be 140 users responding to tickets placed by end users.**
7. Can the State name the Cherwell products you have in production today and how many licenses of each you procured? **Cherwell IT Service Management and we are using 65 licenses.**