



**March 11, 2014**

**ADDENDUM #: ONE  
TO ALL OFFERORS:**

**REFERENCE:** Request for Proposal No: **RFP# LBS-764**  
Dated: **February 21, 2014**  
Commodity: **IT Service Management System**  
RFP Closing On: **April 8, 2014 at 2:30 p.m. (Eastern)**

Please note the clarifications and/or changes made on this proposal program:

1. **Question:** Is there an incumbent? If that is the case is it the purpose of this RFP to replace this solution?

**Answer:** JMU's current solution is 100% custom based on the Action Request System platform. JMU is not using any BMC ITSM applications. Our desire is to move toward a commercial ITSM solution.

2. **Question:** Who if any is supporting the Remedy Solution?

**Answer:** JMU has one developer assigned to support Remedy. The database and middleware are supported through our infrastructure/database.

3. **Question:** Is there a Help Desk environment or is everything done via the BOMGAR Remote Support Solution?

**Answer:** JMU has a single, physical presence on campus that accepts walk-in, telephone, and email traffic.

PROCUREMENT SERVICES

MSC 5720  
752 Ott Street  
First Floor  
Harrisonburg, VA 22807  
540.568.3145 Phone  
540.568.7935 Fax



4. **Question:** If a Help Desk environment is not there will there be a future requirement for a Help Desk or is it the purpose of this RFP to implement a Help Desk?

**Answer:** n/a

Acknowledgement of this addendum must be indicated on the original proposal document at the time your proposal is submitted.

Sincerely,

LeeAnne Beatty Smith, CPPB, VCA  
Buyer Senior  
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