



**March 21, 2014**

**ADDENDUM #: TWO  
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:** What is the number of JMU web sites?

**Answer:** One

2. **Question:** What is the number of supervisors that will use the new IT Service Management solution?

**Answer:** If the number of users will affect your firm's pricing than your firm should indicate so within their response and provide tiered pricing based on user numbers.

3. **Question:** What is the number of staff or agents that use the current system?

**Answer:** If the number of users will affect your firm's pricing than your firm should indicate so within their response and provide tiered pricing based on user numbers.

4. **Question:** Do you have an estimated number of users that would require a license?

**Answer:** If the number of users will affect your firm's pricing than your firm should indicate so within their response and provide tiered pricing based on user numbers.

5. **Question:** What are the primary communication channels used today?

**Answer:** Contact center via phone and walk-in, email, web self-service.

6. **Question:** What is the average number of incidents per month using the current system?

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**Answer:** 3000

7. **Question:** What is the average number so emails sent to customers per month?

**Answer:** 3000

8. **Question:** If chat is used today, what is the number of staff for chat?

**Answer:** No chat capabilities are in place currently.

9. **Question:** If customers can submit a support question or incident via a website, what is the average number of web sessions used in a month?

**Answer:** 450

10. **Question:** What knowledge base is used today?

**Answer:** No formal knowledge base in use currently- primarily web pages.

11. **Questions:** How many documents does the current knowledge base system contain?

**Answer:** 500

12. Refer to RFP# LBS-764, Section IV, Part B, Question #5, *“Describe the ability to integrate with event and alert monitoring tools and allow for automatic creation, update, and closure of tickets from these tools.”*

**Question:** Provide the name of the monitoring tools used today as it can help us provide a more detailed response about integration.

**Answer:** JMU prefers that offerors describe the capability of the proposed system without tying to specific tools. The capabilities of the system may influence which tools are used.



13. Refer to RFP# LBS-764, Section IV, Part A, Question #8, *"Describe the ability to integrate with Bomgar Remote Support to manage and capture interactions with customers."*

**Question:** Does this information exchange need to be real-time?

**Answer:** Yes, to the extent a remote assistance session can be captured/converted to a case (incident, problem, etc. in the system.

14. Refer to RFP# LBS-764, Section IV, Part H, Question #15, *"Describe the ability to track the total amount of time of effort expended."*

**Question:** Need clarification of "track the total amount of time of effort expended"...in what area? If there are specific tasks that JMU would like us to track can you provide a list?

**Answer:** This refers to the tool tracking and how much staff time has been expended on working an incident, problem, etc. and could represent multiple people and tasks.

15. **Question:** Are you looking for a SaaS solution or a solution that would be on-Premise?

**Answer:** JMU will consider all proposals to RFP# LBS-764.

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

Sincerely,

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