April 2, 2014

ADDENDUM #: THREE
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:** To provide the appropriate number of licenses in the price proposal we would like to better understand the number of users (IT/Agent side) who will need access to the system. How many total employees do you have in IT? How many users will be in the system full-time? Part-time?

   Answer: As stated within Addendum Two of RFP# LBS-764: 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.

2. **Question:** How many concurrent licenses (licenses for IT users) would you suggest we provide in the proposal?

   Answer: As stated within Addendum Two of RFP# LBS-764: 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:** From the Statements of Needs, Section A, Question #5: *Describe the view capabilities for managers, technical staff and end-users?* Can you please provide clarification?

   Answer: When viewing incidents, describe the ability to manage what users can see based on their role in the system. Example: technical staff have access to see more info than end users. Also, how are the views customizable?

4. **Question:** From the Statement of Needs, Section H, Question #11: *Describe third party emailing, if this functionality is part of your solution. What messaging service is utilized by your system?* Can you please provide clarification?

Answer: Describe how the system can use email to send notifications, etc. To what degree is this configurable?

5. **Question:** From the Statement of Needs, Section L, Question #8: *Describe the average client response time for all the various functions of the proposed system.* Can you provide clarification?

   Answer: Provide any metrics on the response times of the various functions provided by the system. For example, how long after requesting to open a new incident before input screen is available, etc. How long does a simple vs. complex query take in a system containing X records?

6. **Question:** From the Statement of Needs, Section L, Question #13: *Describe any functionality loss, installation problems, upgrade problems, or other difficulties if client applications are run using a regular user account.* Can you provide clarification?

   Answer: If the system requires agents to utilize an installed desktop client, what issues are present if the local account (e.g. Windows) logged into does not have administrative rights on the local PC? We run in a "least privilege" model at JMU and users' day-to-day PC accounts to not carry admin rights.

7. **Question:** From the Statement of Needs, Section L, Question #26: *Describe operational monitoring and reporting capabilities. Include the capabilities for application, content, access, and storage metrics, security and the method for obtaining them (e.g. command line tools, SNMP, and GUI).* Can you provide clarification?

   Answer: What facilities are available to monitor the system from the angles mentioned? For example, how can we see who's accessed the system? How much storage is being used?

8. **Question:** From the Statement of Needs, Section M, Question #3: *Describe handling access to licensed/copyrighted content where access must be restricted.* Please provide clarification?

   Answer: Offeror's response not necessary.

9. **Question:** From an implementation pricing response, please provide some guidance as to what processes/modules we should provide estimates for? As an example a majority of clients will implement in phased approach with Incident, Service Request, and Change as a phase.

Answer: Provide pricing options whether a la carte per module, or module bundle pricing that provides a price break if applicable. Fully anticipate a phased approach but not set on contents of each phase.

10. **Question:** In the Proposal Instructions we are asked to provide all pricing in a Pricing Schedule. There are a few items in Statement of Needs section that ask about pricing. Should we provide all pricing detail in the separate "Pricing Schedule" section rather than include pricing information in the Statement of Needs section?

    Answer: Pricing should be listed within Section X. Pricing Schedule of RFP# LBS-764

11. **Question:** From a technician/agent perspective, will users out-side the IT department need access to the system (to clarify this is not end-users accessing Self-Service, this would be users interacting with records within the system).

    Answer: Yes, there is the possibility that users outside IT will need to interact with the system in a non self-service capacity.

12. **Question:** For the Project Management requirements included in Section F, are the users of this portion of the system all part of the IT organization? Or are them from other departments?

    Answer: Some may be from non-IT departments.

13. **Question:** Do you use students to (periodically or regularly) staff the IT Help Desk? Other IT functions? If yes how many part-time students do you typically have on staff?'

    Answer: Approximately 100-150, although not concurrently.

14. **Question:** What is the size of the current support organization? Can you please provide the break down between front line (those taking an initial incident) vs. 2nd or 3rd tier (escalation points)?

    Answer: As stated within Addendum Two of RFP# LBS-764: 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.

15. **Question:** How are current incidents escalated?

    Answer: Current tool allows "transfer" of incidents to other IT groups. This is an agent-initiated process.

16. **Question:** What are your current SLAs?

Answer: We have numerous SLAs in place. Would like to understand the capability of a system to define, track and report on SLAs.

17. **Question:** Can you please indicate your top five reasons for wanting to move from the current support solution to a new support solution?

Answer: Current system is 100% custom and difficult to maintain. Desire to move to a solution that can meet our needs primarily through configuration over customization. Current system does not offer sufficient self-service options. Desire to move toward ITSM. Desire to embrace more modern technologies available in this solution space.

18. **Question:** Could you specify the evaluation value assigned to each of the five categories, in percentages, so we understand the importance of each?

Answer: These will posted on eVA http://www.eva.state.va.us/ prior to the solicitation closing.

19. **Question:** Below is a list of the systems JMU has listed out in the solicitation. So we can understand the scope of the services, could you please indicate which solutions are "must have" for integration with the new Service management solution in Phase 1:

- Bomgar Appliance for remote assistance 13.x
- PeopleSoft Campus Solutions version 9.0 (PeopleTools 8.5x)
- PeopleSoft Application Portal version 9.1 (PeopleTools 8.5x)
- PeopleSoft Financials version 9.1 (PeopleTools 8.5x)
- PeopleSoft HCM 9.1 (PeopleTools 8.5x)
- Oracle's Identity Management Suite (11g)
- Zenoss
- Dell Open Manage/IT Assistant
- Nessus Vulnerability Scanner
- Oracle Enterprise Manager
- VMware (VSphere, VCenter, View)
- Symantec Management Console
- Exchange 2010 and Office365

Answer: The RFP lists these as systems that **may** be considered for integration. Please provide integration options as applicable.

20. **Question:** Are you open to a recommendation for a phased implementation that has been successful with previous clients with similar scope?

   Answer: Yes.

21. **Question:** Are there any data in the current support solution that you will be bringing over to the new solution? If so, could you please indicate what kind of data (i.e. incident history) and the size or number of records?

   Answer: Undetermined at this time.

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

Sincerely,

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