**Interurban Transit Partnership**

300 Ellsworth Avenue SW Grand Rapids, MI 49503-4005 616.456.7514 • Fax 616.774.1195

Date: October 31, 2019

SUBJECT:  **Request for Proposals for ITSM (Information Technology Service Management) Software**

**Project # 2020-11**

To Whom It May Concern:

The Rapid is seeking proposals from qualified firms to provide ITSM (Information Technology Service Management) Software. The purpose of this project is to select and procure an ITIL compliant Information Technology Service Management (ITSM) and IT Asset Management System (ITAM) to improve and enhance customer service.

Proposals must be received in ITP - THE RAPID's Procurement Department by Friday, December 13, 2019 in accordance with the instructions contained in the RFP. There is a Pre-proposal meeting scheduled for Friday, November 22, 2019 at 10:00 AM.

The envelope or package in which the proposal is submitted should be addressed and marked as follows:

Interurban Transit Partnership

Attention: Procurement Department, Mark Fedorowicz

300 Ellsworth Ave. SW

Grand Rapids, MI 48503-4005

RE: Project # 2020-11

All requests for clarifications or exceptions to this RFP must be submitted in writing no later than Friday, November 29, 2019 by 3:00 p.m., to Mark Fedorowicz at the above address or via email at [mfedorowicz@ridetherapid.org](mailto:mfedorowicz@ridetherapid.org) . Each request should be specific and should refer to a particular section or paragraph (and page number) of this RFP. Oral requests will not be accepted.

Sincerely,

Mark Fedorowicz

Mark Fedorowicz

Manager of Procurement