**Questions and Answers**

**RFP**

**ITP *The RAPID***

ITSM Software Information Technology Service Management

Project # 2020- 11

# Questions – Answers in RED

1. Will you be providing the pre-proposal meeting participant details and the minutes of meeting to all the bidders? If yes, please share the same. Yes. This is part of the answers included.
2. Do you need separate ESM instance for each of the following departments’ ticketing system?

No

Finance, Human Resources, Operations, Facilities, Fleet Maintenance, Safety and Training, Security, Purchasing, and Customer Service. If yes, we can have one instance of help desk for IT, one for Finance, one for HR, and so on. Please confirm.

Just one needed for IT.

1. Of the modules given below, we support the highlighted ones only.

We feel this is sufficient from your environment perspective.

From your standpoint, can you tell us why you would need an elaborate set of modules?

All sections are part of the ITIL standards we are trying to move towards.

Is it going to be used with other larger entities? No

* Asset Management
* Availability Management
* Capacity Management
* Change Management
* Event Management
* Financial Management
* Incident Management
* IT Service Continuity Management
* Knowledge Management
* Problem Management
* Release and Deployment Management
* Request Fulfillment
* Service Asset and Configuration Management
* Service Catalog Management
* Service Level Management
* Service Portfolio Management

Please see answers below for all un-highlighted sections.

**Availability, Capacity and Event Management –** All are used to track IT resources and project management.

**IT Service Continuity Management –** This is required as it is part of disaster recovery and continuity.

**Service Level Management –** This is necessary as part of our standard operating procedure and service level targets.

**Service Portfolio Management –** This is part of the ITIL process and ensures that the service provided has the right mix of services to meet required business outcomes at an appropriate level of investment.

1. Can you tell us the scope of each of the modules that are not highlighted above?

**See above.**

1. Are you also looking at windows servers and desktop configuration / software installation / uninstallation / patch management solution including VMs? **Yes**
2. Are 300+ customer internal employees having a domain email ID?

**NO. Only admin have domain ID’s.**

1. How do we fill /respond to section 2.2? Can we add a column in the table? Can we create a excel sheet response? Do you plan to send us a excel sheet with the questions?

**Please feel free to add a column to the table.**

1. ITSM tool integrates with support tools that facilitate with remote support, viewing to remote user device etc. – Does this mean access to remote sessions?

**Currently we use Goverlan as our remote access tool. We would like your system to operate similarly.**

Our tool offers a remote session / access tool. Will this be used in place of your existing / current tool? **Yes**

1. How many technicians / admins will have read/write access to the help desk tool? - 6
2. How many requestors will raise tickets? **300+**
3. How many tickets per month? **Approximately 166**
4. How many desktops to manage for patch management? **Approximately 150**
5. How many servers to manage for patch management?

**Approximately 75 but we would like to consolidate**.

1. How many mobile devices to manage? **We currently support 20 mobile devices.**
2. How many network devices need to be monitored? **All**
3. Do you need IPSLA monitor/WAN RTT monitoring? **Yes**
4. How many applications to be monitored? **TBD upon discovery**
5. What are the types of applications to monitor? **TBD upon discovery**

[for example, SAP Monitor, WebSphere MQ Monitor, APM Insight for Java Web Transaction Monitoring, Microsoft Office SharePoint Monitor, APM Insight .Net Agent, iSeries/AS 400, Oracle EBS, Siebel Monitor,Application Discovery and Dependency Mapping(ADDM), End User Monitoring (EUM)]

1. How many servers to be monitored? - Approximately 75 but would like to consolidate.
2. How many VMs to be monitored? – Approximately 60-65
3. How many network interfaces to be monitored for bandwidth / traffic? - TBD
4. Do you need WLC add-on? - No
5. How many network devices for network configuration management? - TBD
6. How many firewall devices to monitor? Two (2)
7. How many switches, routers, printers, firewalls to monitor and manage? - TBD
8. How many IP Addresses to manage? - TBD
9. How many switch ports to manage? - TBD
10. How many switch ports you plan to monitor for traffic analysis? - TBD
11. How many users will actually access the applications? - TBD
12. How many locations are the devices spread over? – Seven (7)
13. Existing tickets – At go-live all existing change/incident tickets on the current systems will be closed and users notified that they must re-log if still required. – This means data migration is not required and is out of scope. Please confirm. – Yes, this is correct.
14. Asset information – This requires importing from existing systems to selected tool depending on System IT Asset Management capabilities. – Our Asset management module can discover / scan the network and collect all relevant information of all IT assets in the network [LAN and WAN] from an IT asset management perspective.

Do you still need to import asset information from your current system?

No. We prefer discovery.

1. Describe the configuration capabilities for the proposed solution. – Being COTS (commercial off the shelf) software, all configurations are UI (user interface) based and is vast. Can you tell us what you mean by configuration and what is expected in our response? We would like their help to configure the different features of ITSM per ITIL standards including helpdesk, patch management software distribution, and network monitoring/management.

**Section 3.5 Security**

A high level of system and data security is a critical attribute of all ITP systems. Vendors should describe their security policies and protocols to ensure that ITP data would be protected. This should include: how you protect your systems from viruses, backup procedures, access logs, data store and transfer processes and accessibility of audit trails.

1. We are proposing an on premise version of the tool – the above points may not be applicable for an on premise tool that will be installed in your LAN. Please confirm.

TBD upon discovery

Also, we are proposing on premise version as some of the features requested in the RFP are available in the on premise version. We also have a hosted / cloud version running in a US DC. Please let us know your preference. [There is no mention of preference in the RFP.]

TBD upon discovery

1. All training shall be of a "hands on" nature, using live equipment. Training shall commence not prior to one week before system cut-over for any particular site. – Do you plan to have training in different sites? Please elaborate on sites.

All training will be conducted in one location.

1. How many attendees for training? Approximately 70

How many application admins –and technicians? Six (6)

[we normally have 2 days training per batch onsite].

Follow up training is to be provided, if necessary, at no additional cost. Time shall be coordinated with Owner’s representative. – How is a follow up training need decided? Do you have any specific number of days?

TBD upon discovery

1. Presentation by short-list selected vendors – date is 8 Jan 2020. When will the short listed vendors be announced? As soon as proposals are reviewed

Can we have presentation online or is it onsite only? Onsite only

1. The primary requirement is ITSM help desk in addition to monitoring and configuration management tools. The product features can be vast and may run to several hundred pages. Given this, can you please tell us the number of pages each product can cover? Or, can we provide relevant links for more info on each product? Relevant links
2. Please include one original signed hard copy – Will all the pages need to be signed or just the cover page? The cover page and all FTA Certificates require signature. Please be certain that your proposal references the addendum as stated in the Section 7 of Amendment 1, page 23.
3. Experience of vendor (demonstrates adequate SharePoint site design, development & implementation, user training and testing experience) – Sharepoint design is not in our scope and is not covered in the table. Please confirm. Please disregard and reference Amendment 1 to the RFP dated 11/8/2019
4. Migration of existing information at the Rapid – Let us know the scope. TBD upon discovery
5. All bidders and Contractors will include the FTA Project Number in all correspondence with ITP and with the FTA. – Do we need to correspond with FTA? If so under what circumstances? – Contractors will not need to correspond with the FTA
6. We will submit the proposal document with the cover letter signed. However, we like the attachments to be signed separately in the RFP document [itself] you have sent us. Is this allowed? Please be sure that all certificates of compliance are signed as well as the cover letter and cost proposal. If you would like to sign each page that is acceptable
7. Do you prefer on premise installable version of help desk application or a saas/cloud based application? We prefer on premise installation but would consider a cloud based application.
8. How many technicians who access the software to resolve tickets? Six (6)
9. How many admins who will administer the help desk application? Two (2)
10. How many requestors/employees who will raise tickets? Approximately 150
11. How many IT assets do you want to manage from an operational perspective? [number of routers, switches, servers, laptops, desktops, etc.]? [any IT asset with an IP address adds to the count] TBD upon discovery
12. Are you looking at IT help desk or a help desk for all your other non-IT departments too?

We are looking for a solution that other non-IT departments can utilize in the future.

1. Do you need asset management of mobile devices such as iPad, iPhones, android phones? Yes
2. What is the total number of mobile devices? Please see answer to question #14
3. Do you need Active Directory self-service password reset solution? Yes
4. If yes, how many domain users? Approximately 75
5. Please explain your requirements on integration of our help desk tool with third party applications. [Use cases/examples would be good to have]. No third party applications exist
6. Can we respond in the RFP document itself, point by point?

Please refer to answer to question # 7

1. If yes, please send us the word version of the RFP. – All RFP documents for Project # 2020-11 are posted on our website at: <https://www.ridetherapid.org/doing-business-with-the-rapid/procurement-opportunities/2020-11-itsm-software-information-technology-servi>.

Please register on our website for any updates to this RFP.

1. Can we also include our standard proposal as a part of the submission? Yes but please send in the format requested in the RFP.
2. Can we provide hyperlinks pointing to our website for more information? No
3. Is this an open bid [where even large enterprises can participate] or is it reserved for HUB, VA, Women Owned, etc.? – This is an open bid.
4. Do we need to be present during the bid opening date/time in your office? No
5. We are IT help desk software vendor. We restrict our scope of offering to supply, installation and configuration of the software that includes Training for 3 or 4 days and on boarding / implementation consultancy of about 2 to 3 weeks max. We then support your admin / configuration team over email/phone and remote sessions. Being a COTS software these timelines are sufficient. Given this, please confirm if this model is acceptable to you/this RFP scope. Or, are you looking at a professional services/contract model where you want a team to be deployed over a 6 month period [or more]?

Yes, we only need 2 to 3 weeks maximum of on-site consultation and support.

1. Was an RFI released earlier? - No

Can you please tell us the participants? - NA

1. We did not participate during the RFI phase. Can we still participate in the RFP?

We did not conduct an RFI. You may participate in the RFP.

1. When was a RFP released last for this requirement? – Unknown
2. Have you/your team/department evaluated any ManageEngine product? If yes, please let us know which are the ones. - We have seen the product but have no working experience with it.
3. Can companies from outside the USA apply? Yes
4. Do we need to come to the ITP in Grand Rapids, Michigan for meetings?

Yes, on-site is required for presentation of short list selected vendors.

1. Can we perform the tasks (related to this RFP) outside USA?

Only in within our time frame and within our normal work schedule.

1. Can we submit the proposals via email? Yes, with one original mailed copy.

Please refer to Section 7 – Proposal Submissions – Page 23 of Amendment 1

Section 8 - #10 – Submission of Proposals – Page 28 of Amendment 1