Southwestern Community College District
Office of Procurement, Central Services & Risk Management
RFP 1516 - 149 for Service Management System for Information Technology Service Management and Computerized Maintenance Management System (CMMS)

Addendum No. Two (2)
June 15, 2016

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Central Services & Risk Management

6/15/2016
Date

In response to the Request for Information and Clarifications sought at the RFP1516 -149 Pre-Proposal Meeting held on June 14, 2016, the District presents the following information as Addendum 2:

Note
All documents remain unchanged except sections or parts added to, revised, deleted and clarified by this addendum.

1. **Q**: Is there a Bond required for this RFP?
   A: No, Bond is required for this RFP. However, please refer to section Irrevocable Offer on page 12 of the RFP.

2. **Q:** What are the DSA reports required per section 5 of Page 57, under Sample Consultant Service Agreement?
   A: DSA reports are not applicable to this RFP. District will be changing this entire Sample Consultant Service Agreement with a Software Development Agreement via separate addendum.

3. **Q**: Is the Application required to be on premises or can it be hosted or Cloud Based?
   A: No, it is not required but it is preferred to be hosted onsite.

4. **Q:** In the Evaluation Matrix on page 17 regarding the Product demonstration, would the demonstrations made to the District in the past count?
   A: No, nothing presented to the District prior to this RFP will be considered in this selection. Only the proposal submission requirements identified in the RFP will be considered in the selection process. Please pay particular attention to the submission requirements identified on Page 9 and Appendix F of the RFP.

5. **Q**: What is the mention in the RFP about the Agent on the client machines? Is an Agent required and what are you trying to achieve?

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A: An agent is not required as long as we are able to achieve our goal. Our goal is to have an accurate understanding of our assets. Our focus is on our Client assets not so much as our servers etc.

6. **Q:** On page 23 there is integration with ESRI ArcGIS and AutoCAD identified, what versions of these software does the District use?
   A: The District does not have these software in place, but would like to know the proposers capability to integrate with the said system as a possible future integration requirement.

7. **Q:** When performing inventory tasks, do you see IT assets operating differently than Facilities assets?
   A: Yes, with IT assets use of IP address information can be collected and both hardware and software can be analyzed. With Facilities assets, they will have to be entered manually.

8. **Q:** Are you planning to use the Service Management system capability to manage data center assets?
   A: No, the College has other applications that are more closely tuned for application needs.

9. **Q:** Will the team managing systems in the data center be using the Service Management System to monitor those assets or will they use a different tool?
   A: No, the College has other applications that are more closely tuned for data center needs.

10. **Q**: On Page 34, #3 please clarify the area regarding student loans.
    A: The section on Page 34 reads as such: "Application **must** have workflow to allow for equipment check out and tracking for students and faculty loans". Please change to "Application **must** have workflow to allow for equipment check out and tracking for equipment loaners made to students and faculty".

    This functionality is to support the department of Multi-Media where equipment, such as, computers, projectors, cameras, recorders, microphones are checked out to the students for their use while completing class assignments. Currently the check-out and check-in process is manual and time consuming. We are looking for a system which will assist in keeping track of the equipment check-out and check in along with inventory capabilities. This operation is small yet very important to instruction. This Inventory must be separate from other IT assets.

11. **Q**: How many Licenses are you requesting?
    A: 35 for CMMS and 35 for ITSM. A total of 70 Licenses combined.

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12. **Q**: In the Facilities, Operations and Planning (FOP) area how Many Calls/Tickets in the current system do you get a day?
    A: We receive about 50 calls and 30 to 40 HEAT tickets a day with various levels of need. We do not have any kind of system to track preventive maintenance. Once the calls come in, the requests are evaluated and sorted with the supervisors during face to face meetings. Custodians also submit tickets as they see items which need attention or repair. Since we have a large volume of requests that don't always make sense, we need a system that is user friendly and intuitive that will allow our customers to submit detailed work tickets with an ability to identify priority for safety related issues.

    The IT department gets about 8000 tickets per year.

13. **Q:** From a resourcing perspective, who will be maintaining the system?
    A: IT has resources to maintain any 'on premise' system. At some point and in some cases, IT may choose to develop customizations but it will depend on resource availability within the department. Due to this potential limitation, proposers must identify support services and the cost for these support services. It would also be good to include a 'help' application for the District staff once the system is implemented.

14. **Q**: How many assets are to be managed on the IT side?
    A: Currently we have: 200 Servers, 4000 Clients and 250 Smart Classrooms and Labs with AV Equipment.

15. **Q**: In the FOP area, what kind of metrics are you looking to see? What types of reports?
    A: The Key metrics and reports are:
    - Preventive Maintenance
    - Predictive Maintenance
    - Trend Analysis, trending for assets and equipment
    - Routine Maintenance – reminders

16. **Q**: On Page 43 #8, what is expected from the MS Outlook integration?
    A: We would like the capability for users to merely send a cryptic statement like 'need help' to a designated mailbox that would generate a workflow process for the Help Desk where a ticket triage process would be conducted.

17. **Q**: Are you looking to manage Smart Racks in Data Center using IP?
    A: This is not a huge requirement but it would be nice to have, propose it should you have the feature. We currently use managed power strips.

18. **Q:** Page 23 Section 5 – District Goals: Do both departments have service catalogs?

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A: Both FOP and IT do not have service catalogs. All calls are simply taken and scheduled/captured by tickets.

The goal is for the end user to be able to provide enough information to determine if the request is a safety/risk related issue, a remodel, repair, replacement etc. This will allow for accurate evaluation and assessment of requests and better scheduling. Service catalogs will be a great addition if available.

19. **Q:** Do you have some documented processes that you want integrated into the system?
A: Both IT and FOP have some documented processes. Our goal is to get more documented processes created and loaded into the system.

20. **Q**: In Page 34, #1, what are your ITIL requirements or expectations?
A: We are looking for a system that is designed with an ITIL framework. This will drive the functionality that the District will require to deliver effective service and support.

21. **Q:** On Page 33, #5, there is references to mobile devices please confirm what the District uses.
A: We use iPod touch in the IT department.

22. **Q**: Is the RFP looking for a 5-year pricing model please explain?
A: Please refer to Page 13 Contract Term and Page 45 Proposal Form E –Fee and Rate Proposal. The District intends to award contract for an initial performance period of three (3) years with two (2) one-year extensions.

General Comments

- Southwestern Community College District (SCCD) is seeking to retain one or two qualified Technology Firm(s) to provide Service Management System for Information Technology Service Management and Computerized Maintenance Management System (CMMS). This proposal request relates primarily to two specific departments at the District: Facilities, Operations, and Planning (FOP) and Institutional Technology (IT). Each department reserves the right to select its own qualified Firm, which may or may not align with the choice of the other department. **Contract(s) may, therefore, be awarded to one Firm for both projects, or two Firms one for each department.**
- Identified in Page 51 Proposal Form I – IT Accessibility Standard and Compliance Requirement is a mandatory submission requirement. Pay special attention to arranging the demonstration for accessibility during the client/customer site visit for Product Demonstration.

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- Upon District's approval, and should a client/customer Site visit may not be feasible then an offsite live demonstration of the product in use will be acceptable. Ensure that the users would be favorable to answering our questions.
- Please pay attention to the schedule on page 6 as it covers the dates of all deadlines, interviews and customer site visits which shall occur on the dates already noted on this schedule.
- All firms need to be ready and available for travel and presentations.
- Please check the District's website, www.swccd.edu/procurement for all Addendums issued on this RFP.
- The RFP is due on **TUESDAY, JUNE 21, 2016 AT 10:00 AM. PST.**

-- END OF ADDENDUM NO. 2--