Addendum #2

Dated on 07/10/19

The following is additional information regarding **RFI – 062419-1** titled **IT Service Management Solution. The due date and time for responses is 7/16 /19 @ 2PM PDT**. This addendum includes both questions from prospective proposers and the Port's answers, and revisions to the RFI. This addendum is hereby made part of the RFI and therefore, the information contained herein shall be taken into consideration when preparing and submitting information.

Item #	Date Received	Date Answered	Vendor's Question	Port's Answer	Work Request Revisions
1	6/26/19	6/27/19	For pricing I need to know how many people would need the ability to work in an ITSM solution. We don't charge for people that are submitting a ticket, just the people working them. Additionally, how many devices would a Software Asset Management software be keeping track of?	This PoT/NWSA is seeking a solution that will adequately service the current IT environment, specified as: • 300 PoT Employees • 30 Total IT Positions • 6 IT Management Positions, Director, 2 Senior Managers, 3 Managers • 300 Number of Tickets Opened on the Average Every Month • 10 Concurrent ITSM Users on Average, with 18 licenses • 185 servers (physical and virtual) • 500 networking gear • 400 desktops/laptops/tablets The Port intends to use the ITSM system enterprise-wide in the future and will have the following	

				additional needs:	
				10 – 15 Management Positions (IT and other Departments) 800 Number of Tickets Opened on the Average Every Month 40 Concurrent ITSM Users on Average	
2	7/2/2019	7/10/19	What tool or tools are currently being used to fulfill these requirements?	We don't have a single tool for all ITSM needs. We are looking for a single tool to perform the functions of the multiple tools we are currently using.	
3	7/2/2019	7/10/19	How is the Port currently using SCCM?	Imaging, deployment and patching	
4	7/2/2019	7/10/19	On a scale of one to 5 how mature is the Port in terms of IT Service Management?	2	
5	7/9/2019	7/10/19	Pricing: In our solution, we support an _**active named user license model**_, that will allow you to deactivate a license for one user and activate the same license for another. With that in mind, we have several different types of licenses	Enterprise License – 10 Technical License – 20 Client License - 360 total including the enterprise and technical licenses.	

			based on desired functionality, and each type is priced differently. Our discount model is based on overall licensing volume, so knowing these estimates will help us provide a more accurate quote. Using the below license type descriptions, can you provide me with a more detailed breakdown of how many of each type will be needed? **License Type Breakdown:** • **Enterprise License -** Full ITSM and PPM capability**.** **Must have an Enterprise License to do the following:** o Access to all global reporting application (Analysis) which includes out of the box reports and custom reporting tools. Please keep in mind that Technician licensed users, noted below, have the ability to access and create reports at the application level, not globally across multiple applications. o Global administrative access to maintain system configurations and settings.		

			o Participate in the portfolio planning & project governance approval process o Manage Project Status, charter, resources, and budget information **Common roles include:** Executive leadership, Directors of different Service Management groups, System Administrators, Service Managers, Portfolio Planners, Project Managers, and Resource Managers**.** • **Technician License -** Technicians can manage **every aspect** of the **ticketing life-cycle** with full access to the ticketing and asset applications for both help desk and operational tracking functions. Service desk technicians are focused on managing tickets (service requests, incidents, Problems, and changes) as well as operational work and project work. Technicians also have the following **project** related capabilities: Ability to update task, issue, and risk information. This includes tracking time, expenses, and status against Tasks, and Issues. Technicians can also		

			create issues, tasks, task plans, as well as upload/download project documentation. • **Student Technician (Part-time Technician) License -** These users have **all** of the **capabilities** of the **Technician,** but this license is designed specifically for help desk resources who **work less than a full-time schedule**. • **Client License -** Ability to **submit requests through the client portal service catalog, view request status, approve workflow steps, engage with the knowledge base**, **view project information,** be **assigned project work** (no update capability just comments), and **add/update documents, issues, and risks to projects**.		
6	7/9/2019	7/10/19	Is the ability to create tickets via a client facing web interface desired in Phase 1 with Incident management?	Yes	

7	7/9/2019	7/10/19	How many different usage groups do you envision needing their own segregation of issues?	Initially 1, Later 3-6	
8	7/9/2019	7/10/19	For clientless inventory of IT assets, do you already have tools that perform inventory, and would integration with those tools meet your needs?	Desktops and servers are only inventoried now. We have the desire to inventory more hardware.	
9	7/9/2019	7/10/19	Is POT interested in having the vendor provide administrative support following go-live of the selected solution?	Possibly depending on various factors. That would be a separate contract with separate RFI/RFP process	
10	7/9/2019	7/10/19	Is there a prevailing event/initiative/etc. that triggered the creation and release of this solicitation?	Become ITIL aligned	
11	7/9/2019	7/10/19	What ITSM processes does the Port currently have processes for? a. Incident Management b. Asset Management c. Knowledge Management d. Service Level Management e. Change Management f. Service Catalog g. Service Request h. Self-Service Portal i. Mobile j. Surveys	Incident Management Change Management Self-service portal	
12	7/9/2019	7/10/19	If there is a particular process that the Port currently does not have established/documented, is the design of that process part of the	Process design is out of scope for this project.	

			scope of this project?		
13	7/9/2019	7/10/19	Does the Port currently have a service catalog?	No	
14	7/9/2019	7/10/19	Will the Port need different surveys for different business groups?	yes	
15	7/9/2019	7/10/19	Does the Port envision different self-service portal sites for different groups?	no	
16	7/9/2019	7/10/19	In ITIL related capabilities, the Port mentions project management, which is otherwise mentioned in Year 2-4. Does the Port want project management in Year 1?	no	
17	7/9/2019	7/10/19	Is importing data from the existing systems within the scope of this project?	ticket data only from CSV	
18	7/9/2019	7/10/19	If so, what type of data (e.g. incidents, knowledge articles, asset information) need to be transferred? How many records are there and what type of format will the data be in?	CSV format	
19	7/9/2019	7/10/19	What integrations beyond SCCM are in scope of this project? Could the Port please list the applications, and in what way they are to communicate with the tool?	Azure, AD	
20	7/9/2019	7/10/19	Could you please provide a use case or user story that is representative of each of the integrations desired?	no	

21	7/9/2019	7/10/19	Will there be multiple business units (such as Facilities or HR) using this for processing tickets? If so, will these need to be broken out? Will they need separate service catalogs? Will they need separate portals?	Possibly in the future. Potentially Yes to all questions but these are long term goals.	
22	7/9/2019	7/10/19	Has a budget for this project been determined? a. If so, what is the budget for this project?	There has not been a determination on budget. We are waiting for results of the RFI to determine budget which will determine if we will do this project.	
23	7/9/2019	7/10/19	When does POT expect the RFP to be released? Is there a deadline for implementation?	There may be an RFP published but this has not been determined. We are waiting results of the RFI before we determine.	
24	7/9/2019				
25	7/9/2019				
26	7/9/2019				
27	7/9/2019				
28	7/9/2019				
29	7/9/2019				
30	7/9/2019				
31	7/9/2019				
32					
33					
34					
35					
36					
37					
38					
39					

Addendum #2

Dated on 07/10/19

40					
41					
42					
43					
44					
45					