PORT OF TACOMA
REQUEST FOR INFORMATION
No. 062419-1
IT Service Management Solution

Issued by
Port of Tacoma
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RFI INFORMATION	
Contact:	Sharon Rothwell
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Questions due	7/9/2019 @ 2:00PM (PDT)
Submittal Date:	7/16/2019 @ 2:00 PM (PDT)

PLEASE SUBMIT ALL CORRESPONDENCE AND RESPONSES
VIA E-MAIL DIRECTLY TO THE PROCUREMENT CONTACT LISTED ABOVE AND INCLUDE 'ITSM
SOLUTION RFI' IN THE SUBJECT LINE

Port of Tacoma (POT)
Request for Information (RFI) 062419-1
<u>IT Service Management Solution</u>

Background

Created by Pierce County citizens in 1918, the Port of Tacoma (Port) is a major center for container cargo, bulk, break-bulk, autos, and heavy-lift cargo. To learn more about the Port of Tacoma, visit www.portoftacoma.com . Formed in 2015, The Northwest Seaport Alliance (NWSA) is a marine cargo operating partnership of the ports of Tacoma and Seattle. The NWSA is the fourth-largest container gateway in North America. To learn more about the NWSA, visit www.nwseaportalliance.com.

The Port of Tacoma is reviewing its IT Service Management system which it utilizes for IT service tickets and manual asset management. The Port has approximately 350 employees today with an average of 10 concurrent users of its ITSM system generating 300 tickets a month on average. That is likely to increase if we extend the ticketing system to other departments at the port in which case we would have approximately 800 tickets generated a month with up to 40 concurrent users. Currently, the Port does not have a solution that is extendible to other departments.

Purpose for this Request:

The Port of Tacoma is issuing an RFI to seek information on vendor capabilities and comparative costs for an ITSM solution that would replace our environment and provide greater functionality for ITSM, IT Asset Management (ITAM), Software Asset Management (SAM), ITIL workflows and allows extendibility to non-IT Departments specifically Project Management and others within the Port.

The Port will use the information from this RFI for budget planning purposes and to assist us as we develop detailed requirements for a project to implement an ITSM solution and for the RFP that will be used to select a solution and implementation vendor.

The ITSM package required by the POT shall include ITIL OOTB or configurable processes. The Port intents to acquire a solution that meets our needs for year one and includes add-ons or modularity for future implementations:

Initial install, Year 1	Year 2 - 4	Year 5+
Incident Management	Release and Deployment Management	Problem Management
IT Service Desk	Service Catalog Management	Availability Management
IT Asset Management Initiation	Service Request Management	Capacity and Performance Management
Knowledge Management	Monitoring and Event Management	Service Validation and Testing

Service Design Initiation	Service Continuity Management (COOP)	Service Configuration Management
Service Level Management	Project Management	All Previous Processes Will Require Ongoing Support
Change Control	IT Asset Management continuation	

Solution Requirements:

Full solution requirements will be developed following the review of responses to this RFI and will be included in an RFP to be issued later. Below is a high-level list of representative capabilities that are desired in an ITSM solution. This is not intended to be a comprehensive list of all system requirements. Rather, it is meant to be a guide to the perceived needs of our ITSM users. Modularity will be an important aspect of the assessment as the Port will add to ITSM and other capabilities in a phased process over the course of several years.

ITSM Related Capabilities
The solution should enable the following to be done via the user interface:

1. Allow tickets to be created via a client facing web interface
2. Allow ITSM staff and customers to use tablets and smart phones for interaction with the solution
3. Allow ITSM staff and customers to track tickets with robust search capabilities
4. Allow ITSM staff and customers to create and use a knowledge base
5. Allow customer feedback capabilities
6. Allow segregation of issues between usage groups

ITIL Related Capabilities
The current solution used by the Port does not have Out of the Box ITIL processes. The Port intends to implement ITIL processes in phases over the course of the next several years. The ideal solution will provide ITIL processes and allow the creation or modification of ITIL processes.

- Allow the ability to utilize out of the Box ITIL compliant including incident, knowledge, change and project management processes
- Allow ITSM staff the ability to create and/or modify ITIL processes

ITAM Related Capabilities
The proposed ITSM solution needs to support the following ITAM capabilities:

1. Allow asset management functionality to perform clientless inventory of all IT assets
2. Allow asset management functionality to be performed manually
3. Allow integration with SCCM

SAM Related Capabilities

The current solution does not have SAM capabilities, the Port would like Out of the Box features that allow it to start managing its software with the following initial features:

1. Allow utilization of license compliance management functionality
2. Allow integration with SCCM for software usage analytics

Response Requirements

In responding, please provide the following:

- A summary of your business
- A summary of your firm's qualifications
- A description of the solution you would provide, including:
  - How the solution would satisfy the high-level capabilities outlined in the Solution Requirements section
  - Describe the capabilities that differentiate your solution from other solutions in the market
  - Describe your solutions base offering and additional add-ons or modules that allow the system capabilities to grow as the Port's needs change over time
  - The technical components utilized by the solution and 3rd party integrations supported
  - The future road map for the product
  - The degree to which the solution is standards-based, flexible, and customizable
  - Does the solution offer on-prem, SaaS or hybrid hosting?
- Pricing Model and associated costs for your solution using the assumptions listed on page 2:
  - Implementation/One Time Costs
  - Recurring/Annual Costs

Submission Requirements

- Please submit all correspondence, questions, and submittals via e-mail directly to procurement@portoftacoma.com and INCLUDE '**ITSM Solution RFI**' in the subject line:

  - Questions are to be submitted in writing regarding the **RFI by 7/9/2019 @2:00 PM PDT**
  - RFI submissions should be sent by **7/16/2019 @2:00 PM PDT.**

- Vendors subscribed (http://portoftacoma.com/contracts/procurement) to receive information about the RFI will automatically be notified when new documents or changes relating to this RFI occur and can find details on the Port's Website. Again, Vendors are encouraged to be creative and candid in their responses. Teaming is strongly encouraged.

NOTE: ALL COST INFORMATION IS FOR BUDGETARY PURPOSES ONLY AND NO CONTRACT OR PURCHASE ORDER WILL BE ISSUED AS A RESULT OF THIS RFI. SHOULD ANY OF YOUR RESPONSE BE CONSIDERED A TRADE SECRET OR OTHERWISE NOT FOR PUBLIC DISSEMINATION PLEASE MARK YOUR RESPONSE ACCORDINGLY. ANY INFORMATION RECEIVED SHALL BE TREATED IN ACCORDANCE WITH WASHINGTON PUBLIC RECORDS ACT.