DEPARTMENT OF FINANCE

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**RFP #16-1253-9CS**

**IT SERVICE SUPPORT MANAGEMENT (ITSSM)**

**COUNTY OF HENRICO, VIRGINIA**

**Questions & Answers**

**October 12, 2016**

**Q1. Will you only consider a Cloud solution or will an On-Premise solution be considered as well?**

**Both solutions will be considered.**

**Q2. If a company is privately owned and as such does not disclose financial information, would they be disqualified if financial information is not provided?**

**Financial information should be provided that speaks to the company’s financial health, stability and longevity. Financial information provided can be declared proprietary if documented in Attachment C, page 25 of the RFP.**

**Q3. Can you elaborate or further describe the requirements for gamification listed as optional on page 4?**

**This is an optional requirement. HCPS is looking for the ability to guide users toward specific behaviors.**

**Q4. What was the cost last year?**

**This is a new requirement for HCPS.**

**Q5. Who was the contractor?**

**Answered in Q4.**

**Q6. Where can I get a copy of the contract?**

**Answered in Q4**

**Q7. What was the bid tabulation for last year?**

**Not Applicable**

**Q8. Is there a local vendor preference?**

**See response to Q 64 – Q 67**

**Q9. Is there any bonding required?**

**No**

**Q10. What Help Desk tool are you using today?**

**HCPS currently uses Big Web Apps ITHELP as our ticketing-work order system.**

**Q11. How many licenses do you own? Are they named or concurrent?**

**This information is previously defined in the RFP.**

**Q12. How many total employees are in the IT Department?**

**About 80 total. However, that does not cover all other departments that may have ‘privileged’ users.**

**Q13. The technology we are proposing uses ONLY a concurrent license model. How many concurrent licenses would you suggest we propose?**

**125 concurrent licenses**

**Q14. Do you have a preference for a purchase license model or a subscription license model?**

**No preference but must be cost effective.**

**Q15. Do you have a preference for a system hosted by the vendor or installed on your premises?**

**Both solutions will be considered.**

**Q16. For implementation, what processes/capabilities should we include in our cost estimates (i.e. Incident, Request, Change, Self-Service etc.)?**

**Pricing proposed by Offerors should meet the requirements specified in the RFP.**

**Q17. For implementation, what integrations should we include in our cost estimates (i.e. AD, email etc.)?**

**Pricing proposed by Offerors should meet the requirements specified in the RFP and at a minimum AD, email, flat file import (csv, …)**

**Q18. For importing of user/employee contact data what sources do you have that we will need to integrate to (i.e. Active Directory)?**

**AD**

**Q19. For single sign-on what technology do you have in place today (i.e. SAML, Windows Authentication, Shibboleth)? If you are looking at a hosted solution do you have ADFS enabled?**

**SAML/ADFS**

**Q20. What Chat and Remote Access tools do you currently own?**

**For chat HCPS uses Skype. For Remote Access HCPS uses Configman and Crosstec.**

**Q21. Will you only consider a Cloud solution or will an On-Premise solution be considered, as well?**

**Both solutions will be considered.**

1. **What are the current integration requirements e.g. Asset Discovery, Network Monitoring tools etc. if any?**

**HCPS has network monitoring in place. HCPS may want the ability to feed a dashboard with metrics from the existing Network Monitoring software. Asset Discovery requirements provided in Offerors proposed solution would be optional. HCPS can already compile that information for client PCs as well as Windows based infrastructure with MS SCCM.**

1. **Expected Integrations not listed in RFP?**

**See response to Q17.**

1. **Expected data migration or imports from other systems not listed in RFP?**

**See response for Q17.**

1. **Reporting requirements not listed – only states that they should not require a Crystal or SSRS resource.**

**Out of the box reports are acceptable. For customer reports, prefer reports that can be generated in real time via web or interface using strings such as:**

**For example: Department CONTAINS Tech – AND –**

**Status EQUALS Closed – OR –**

**Status EQUALS On Hold …**

1. **Additional information needed on expectations and requirements for “*CMDB and CI Tracking*”, I.e., Do you require our scanning tool or do you have other scanning/monitoring tools?**

**Discovery of HCPS network for CIs for mapping and dependencies would be required by the Successful Offeror.**

1. **Same question for “*Utilize CMDB and related ITIL processes to reduce “self-inflicted” outages and downtime and anticipate resource allocation through capacity planning.”***

**Discovery of HCPS network for CIs for mapping and dependencies would be required.**

1. **We can only display output of other monitoring systems on a dashboard.  What monitoring systems, if any, do you plan to use?**

**SCOM, SolarWinds, Microsoft SCCM**

1. **What “product functionality” do you need for the sandbox environment? – What is the scope of the sandbox?**

**Offeror shall provide the same functionality as their proposed production version in order for the Selection Committee to evaluate the proposal solution. For initial RFP review the sandbox should show us a working version of the product with examples (do not need to be specific to HCPS)**

1. **How long will you need the sandbox?**

**Two weeks after receipt of RFP response from Offerors.**

1. **When / how will these questions be answered?**

**Not applicable**

1. **Are questions visible to other vendors?**

**All questions received are contained in this Q&A dated October 11, 2016.**

1. **Pg. 3 – Sec 3 – B1 – Are there specific policies and procedures that need to be incorporated into the response?**

**No. HCPS procedures are in the early stage of development.**

1. **Pg. 3 – Sec 3 – B2 – Are there existing workflow processes in place? Can they be shared?**

**Yes for Project Management. Yes for Change Management (limited), No for Incident Management, No for Self Service.**

1. **Pg. 3 – Sec 3 – B3 – Does Henrico utilize any automation or discovery products for asset management? Are they expected to be integrated into the CMDB?**

**Microsoft SCCM if ITSSM product does not provide an internal one.**

1. **Pg. 4 – Sec 3 – C1 – Does Henrico have defined ITIL processes in place? At what maturity level?**

**Level 1 - Initial**

1. **Pg. 4 – Sec 3 – C1 (Change) – Are approval processes defined? Are they available within an existing repository such as AD?**

**Defined but not available in a repository.**

1. **Pg. 4 – Sec 3 – C1 (Portal) – Is there an existing portal in place are will this project seek to implement a new one?**

**Yes but will probably be replaced after ITSSM system is available.**

1. **Pg. 4 – Sec 3 – C1 (integration) – Are there any key integration expectations from Henrico for go-live?**

**Pricing proposed by Offerors should meet the requirements specified in the RFP.**

**Incident Management, Change Management, Self Service and Problem Management should all be fully integrated for go-live.**

1. **Pg. 4 – Sec 3 – C1 (SSO) – Does Henrico currently have an SSO solution in place? If so what?**

**HCPS currently uses LDAP but plan to move to AD.**

**Q41. Page 3 *"Utilize CMDB and related ITIL processes to reduce “self-inflicted” outages and downtime and anticipate resource allocation through capacity planning"* Capacity planning? Please describe**

**Capacity Planning refers to the growth of our client base, infrastructure and datacenter.**

**Q42. Page 3 *"Proactively identify and provide ability to respond to service issues of repetitive incidents by use of the solution."* What does this mean? Is this Incident Matching?**

**Yes**

**Q43. Page 4 *"Change management with approval processes built in"* Does this mean ability or implementation is out-of-box?**

**Expect Change Management to function when product goes live.**

**Q44. Page 5 *"HCPS will continue to provide the filtering solution, but the Successful Offeror must integrate with the existing Lightspeed filtering solution and any successors."*v v Check if JIRA can do this**

**HCSP currently does not use JIRA or any other Agile tools.**

**Q45. Page 6 *" A cloud-based product evaluation in a “sandbox environment” shall be provided with proposal submission."* How long does the trial need to last?**

**2 weeks after date of proposal submission.**

**Q46. Page 6 *"Maintenance and Support"***

**Requirements for Maintenance and Support are included in the RFP.**

**Q47. Page** **7** ***“Offeror should provide detailed information with their proposal submittal as to the processes that will be established to ensure successful implementation, testing and final system acceptance.”*** **Clarify what this means.**

**HCPS needs roadmap to providing working product in time permitted and to the level of implementation contracted for. Offerors are to provide detailed implementation plan as per RFP Section VII. B.4.**

**Q48. Page 8 *February 10, 2017 - Award of Contract by Purchasing Officer***

***March 31, 2017 - Cutover from the previous Help Desk system to the new solution***

**This means there are 7 weeks from signature to completed delivery.  I know we run a 3-5 week backlog, which only leaves 2-4 weeks from project start to implementation.  That seems like a very tight time frame.**

**This is a hard deadline as the current HCPS Helpdesk ticketing work order system contract will expire. The contract will be awarded as soon as possible but no later than March 31, 2017.**

**Q49. Section III Part B The RFP mentions "Govern HCPS information technology policies and procedures according to standard ITIL practice."**

**Please send examples of existing policies and procedures for Incident and Change Management.**

**Incident Management policies and procedures are currently in development. Change Management – Change Advisory Board (CAB) meets once per week on Mondays to discuss changes for the week. Expedited or emergency changes may be implemented with the approval of two HCPS Technology Managers.**

**Q50. Section III Part C, 2**

**Which of the following best describes your need for Asset Management:**

1. **Asset Lifecycle Tracking**
2. **Financial depreciation**
3. **Software Asset Management (license tracking)**
4. **Asset procurement management**

**A, C, D**

**Q51. Section III Part G The RFP mentions "Delivery Requirements & Professional Services – The Successful Offeror:**

**1. Must coordinate delivery with HCPS in accordance with the approved implementation plan and delivery schedule negotiated as part of the contract documents.**

**Please outline your current SDLC or project delivery methodology, associated collateral, milestones and key events in the lifecycle. If approach is determined entirely by Offeror please indicate so.**

**This is addressed in the RFP in Section IV. Anticipated Schedule.**

**Q52. Could you please provide directions or a specific web link for obtaining addendums and other information related to this RFP?**

**All Addenda and Q&A’s are published on eVA https://vendor.epro.cgipdc.com/webapp/VSSAPPX/Advantage and the County Internet http://henrico.us/finance/divisions/purchasing/bids-and-proposals/**

**Q53. Could you please identify specific gamification techniques that are required?**

**and/or optionally desired?**

**This is an optional requirement. Please refer to response to Q3.**

**Q54. What is the current helpdesk system?**

**Please refer to response in Q10.**

**Q55. Could you please describe the current maturity and state of process documentation for incident management?**

**Under development**

**Q56. What is the current change management system?**

**Limited in-house developed solution**

**Q57. Could you please describe the current maturity and state of process documentation for change management?**

**In early stages of process documentation**

**Q58. What are the current service asset and configuration management system(s)?**

**Microsoft SCCM, Tempest (vendor product) and Filemaker Pro for older inventory.**

**Q59. Please provide a detailed list of all discovery tools in place today that would be available to populate the CMDB.**

**Microsoft SCCM**

**Q60. Could you please describe the current maturity and state of process documentation for asset management?**

**HCPS asset management for the one to one computer program process is mature. For other inventories the process is immature.**

**Q61. Regarding all city, county, and state licensing requirements, would the County be agreeable to allow that information to be obtained and provided prior to any contract award and not included with the RFP response? This entails a commitment of annual reporting to the State of Virginia, plus an approximate cost of nearly $1,000 that we are happy to pay if an award is imminent.**

**Please refer to RFP Section V. Y Authorization to Transact Business in the Commonwealth and also Attachment D. If you have any questions concerning this Commonwealth of Virginia requirement, please contact the State Corporation Commission.**

**Q62. With reference to Section D (point B) please could you confirm whether it is a mandatory requirement for end users to access a mobile client via a URL AND NOT a downloadable application from the Android, Apple or Windows store? If this is a mandatory requirement does this result in automatic exclusion from the process?**

**It is not necessarily a mandatory requirement that end users accessing the system via a mobile client absolutely use a URL for that purpose as long as the Offeror has a client for both Android and iOS devices. Requirements are defined in Section III. D. b.**

**Q63. Are Henrico County Public Schools looking for an On-Premise or SaaS Hosted solution?**

**Both solutions will be considered.**

**Q64. Whether companies from Outside USA can apply for this? (like from India or Canada)**

**All offers submitted will be considered.**

**Q65. Whether we need to come over there for meetings?**

**If requested by HCPS and typically is necessary.**

**Q66. Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)**

**Offerors would have to provide detailed information on how they would meet the Scope of Services of the proposal.**

**Q67. Can we submit the proposals via email?**

**No**