ADDENDUM NO. 2

March 26, 2019

RE: RFI 055.19.B5 IT Service Management Solution

FROM: Purchasing Office
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TO: PROSPECTIVE BIDDERS

This addendum modifies the Original RFI Documents as noted below.

1. **INSERT**: Questions and Answers – March 26, 2019

	Question	Answer
1	How many licenses do you currently use and anticipate on needing?	This will depend on vendor license structure. The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000
2	I do not see an estimated timeframe for the project and implementation. Has a timeframe been established?	There is no time frame for an RFP. At the conclusion of the RFI submission period, responses will be reviewed and some vendors may be contacted for demos. After the demos, HCPSS will determine the viability of moving forward with full requirements and a public RFP.
3	Are you sharing who the current provider is?	There is a home grown asset management system and Web Help Desk by Solar Winds ticket system.
4	In order to provide "Clarification and understanding of licensing, usage, and the total cost of ownership over a multi-year period" I need some additional information. Our product is licensed by the number of analysts that need access to the tool to "work" the tickets – this does not include individuals that need to provide approvals – only those that will update and close tasks and incident tickets. We provide both a named and a concurrent license or a combination of both, depending on what your school district needs. Do you know approximately how many individuals will need analyst access to be able to work and complete incidents or requests?	The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000. We may distribute "agent" access beyond IT and to our schools. We will seek advice on best practices.

	Question	Answer
5	What is the name and release of the Help Desk Ticket system used for Incident Management as stated in the "Current State" section of the RFI?	Web Help Desk by Solar Winds ticket system. Specific release information N/A
6	What is the name and release of the Software Development ticket system mentioned in the "Current State" section of the RFI?	JIRA by Atlassian is our software development ticket system
7	How large is your IT department?	Approx 100 people, however some functions are distributed in other roles throughout the organization.
8	How many people work on the help desk?	8-10 help desk agents, however there is distributed duties throughout the organization that assist.
9	How many assets are you looking to manage in the solution?	The existing system has more than 100,000 devices in its inventory – both in service and retired.
10	• For how many endpoints (desktops, laptops, servers) do you want to discover and monitor software compliance? Please provide breakdown by OS (e.g. Windows, Mac, Chrome, etc.)	Software compliance is not in the initial scope of this information request, however vendors can summarize their capability in this area for potential consideration. We currently use Windows, Mac, Chrome devices. Specific breakdowns of unit are not available at this time.
11	How many users are expected to be in the system at one time?	Concurrent usage is unknown. The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000. We may distribute "agent" access beyond IT and to our schools. We will seek advice on best practices.
12	How many teams will you have (groupings of staff for work assignments, such as Server, Network, Building A, Building B)?	N/A
13	Do external customers need to be identified in some fashion, such as: Parents of Student x, Customers in town y, Customers who are part of Vendor/Company Y (ie: do we need to be able to relate multiple external customers together in some fashion so email/data/? Can be sent to all "members" of that company?)	The initial idea is to allow external users to submit tickets and receive follow-up communications on those tickets. We are willing to explore practices that add value to having more information or aggregating potentially related issues.
14	Do you plan to use the system to send out informational emails to your customer base, both internal and external?	Yes
15	Do you need the ability for customers to reply to emails and have tickets generated (Incidents/Requests)	Yes
16	What are your current inventorying tools/capabilities?	There is a home grown asset management system. It tracks basic information about assets and inventory is a distributed function among central office and staff at schools. We use asset tags and scanners or manually entered information.
17	Are you interested in the discovery of assets?	Yes
18	What tool(s) (if any) is/are being used to fulfill the functionalities being requested?	There is a home grown asset management system and Web Help Desk by Solar Winds ticket system.
19	Is there a prevailing event/initiative/etc. that triggered the creation and release of this solicitation?	We do not have a system that can be leveraged across the enterprise, current solutions are on-prem, current solutions

	Question	Answer
		are not integrated with other systems for optimal information and efficiency, current solutions are dated
20	What ITSM processes does HCPSS currently have processes for?	
21	• Process management and routing	Various In house developed solutions
22	• Problem management	Web Help Desk by SolarWinds
23	• Incident management/Service Requests	Web Help Desk by SolarWinds
24	• Service level agreement management / tracking	N/A
25	• Help desk reporting	Web Help Desk by SolarWinds
26	• Asset management	There is a home grown asset management system that is managed by central office and staff within schools
27	• Inventory	There is a home grown asset management system that is managed by central office and staff within schools
28	• Knowledge management	N/A
29	• Integrated / automated customer communications.	N/A
30	If there is a particular process that HCPSS currently does not have established/documented, is the design of that process part of the scope of this project?	We do not have a system that can be leveraged across the enterprise, current solutions are on-prem, current solutions are not integrated with other systems for optimal information and efficiency, current solutions are dated. There is not one specific process that we are seeking. We would investigate base functionality to meet process needs and could potentially seek additional services, or build said process with internal resources.
31	Does HCPSS currently have a service catalog?	No information available at this time
32	Is importing data from the existing systems within the scope of this project?	This has not been decided. We are seeking a system that has import / export, API, and CSV type capabilities to that we move data and integrate with other systems.
33	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?	HCPSS would like to migrate information, at least from asset management into a new system. We will consider options if this should be done in house or as part of a new system. there are more than 100k assets in the current asset management system. We will need to make determinations about help desk ticket migration.
34	Could you please provide a use case or user story that is representative of the Workday integration desired?	Assets assigned to a staff member (phone, computer, etc) will be integrated with their Workday profile. When staff are hired, or leave the organization, tracking of the distribution and/or collection of these assets is desired.
35	What integrations beyond Workday are in scope of this project? Could HCPSS please list the applications, and in what way they are to communicate with the tool?	No information available at this time.

	Question	Answer
36	Could you please provide a use case or user story that is representative of each of the HCPSS integration desired?	Assets assigned to a staff member (phone, computer, etc) will be integrated with their Workday profile. When staff are hired, or leave the organization, tracking of the distribution and/or collection of these assets is desired. We would like the ticket system and asset management systems to be integrated to understand optimization and issue history with assets.
37	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?	Yes. We anticipate several business units will process tickets unique to their organization service and will need corresponding portals.
38	• If the other departments are to be included, then do they need their own portal, own service catalog, etc? (modify above question to reflect)	Yes
39	In the cost estimate for this RFI, is HCPSS looking for implementation costs as well?	High level estimated costs should be included in the RFI.
40	• If so, is HCPSS looking for implementation costs beyond IT (e.g. Transportation, HR)?	Yes. Or please explain how options to extend the platform would work.
41	• If so, could you please provide representative use cases of this solution for these departments?	Largely problem management, track customer contacts, service requests.
42	Has a budget for this project been determined?	No
43	• If so, what is the budget for this project?	There is no set budget at this time for an ITSM solution. We are asking RFI participants to present us with their cost structures. Funding would likely come from IT operations.
44	How many total employees do you have in your IT Department?	Approx 100 people, however some functions are distributed in other roles throughout the organization.
45	What Help Desk ticketing system are you using today? How many licenses do you have? Are they concurrent or named?	Web Help Desk by SolarWinds. <1000 licenses
46	What Software development ticketing system are you using today? Do you anticipate the new tool replacing this? Or would you prefer an integration?	Atlassian JIRA. Integration with a new ITSM has not yet been decided. We are open to best practice suggestions.
47	For your custom built asset management database, what is the discovery source(s) of the asset data (for example SCCM)?	SCCM and JAMF have been used. Also self-reporting, annual inventories and data files from vendors when assets are purchased.
48	What is an example use case of the integration with that system and your ERP system? What is your ERP system?	Workday is our ERP. Assets assigned to a staff member (phone, computer, etc) will be integrated with their Workday profile. When staff are hired, or leave the organization, tracking of the distribution and/or collection of these assets is desired. We would like the ticket system and asset management systems to be integrated to understand optimization and issue history with assets.

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49	In Section II. Scope of work you have the following item: *"a. Variations of solution deployment based on organizational readiness and flexibility to grow as our IT processes mature".* Can you please provide some clarification for what information you are looking for from this item?	We are looking for a solution that can scale and grow with us in terms of features and modules as we mature in our IT processes and have additional functionality needs.
50	Does HCPSS use LDAP or SSO?	Yes
51	Is there an expectation to transfer any existing historical data from the current ticketing system to the new solution?	Yes
52	What is the current ERP system mentioned in the RFI?	Workday
53	Are there any integrations in addition to the Workday and ERP applications?	We would like the ticket system and asset management systems to be integrated to understand optimization and issue history with assets. Email / Outlook integration is also required. We are still exploring other integration options. We are seeking a system that has import / export, API, and CSV type capabilities to that we move data and integrate with other systems.
54	Are there any additional integrations into the incident management process, e.g., email integration to create incidents?	Email integration
55	Is there a procurement process that needs to be implemented or integrated into the new solution?	Procurement is not in scope at this time, however we welcome any information about inclusion in the RFI response.
56	Is a Configuration Management Database (CMDB) in scope for this solution?	We would welcome information about CMDB
57	How many Service Catalog/Portal items are estimated/needed in the new solution? What complexity of items/workflows could they be? (Simple, Medium, Complex)	We are still exploring possibilities. Likely 6-10 separate catalogs to start. Estimate simple to medium workflows at the outset.
58	How many licenses will be needed for the support groups working in the new solution?	The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000. We may distribute "agent" access beyond IT and to our schools. We will seek advice on best practices.
59	Is the expectation to transfer/move the assets in the current custom asset database to the new solution?	HCPSS would like to migrate information, at least from asset management into a new system. We will consider options if this should be done in house or as part of a new system. There are more than 100k assets in the current asset management system. We will need to make determinations about help desk ticket migration.
60	How many total users would need access to the system to work on tickets, requests, and tasks?	The solution will need to accommodate all students, parents, staff and public inquires. The number of staff operating or interacting with the system would likely be less than 1000. We may distribute "agent" access beyond IT and to our schools. We will seek advice on best practices.
61	Is Project Management a capability that the Howard County Public School System is	Not in scope for this RFI

	Question	Answer
	considering implementing now or within the next 3 years?	
62	at is the staff count for the IT Department? What is staff count for help desk and level 1 and 2 port?	Approx 100 people, however some functions are distributed in other roles throughout the organization. he number of staff operating or interacting with the system would likely be less than 1000
63	ently, how does the County populate asset rmation in the service management system? Is e any monitoring system or auto discovery tools g used as the source of truth for asset rmation? Will there be expectation for the new ice Management solution to provide auto overy capability? If so, we would like to know the nt and an overview of County's current asset ronment (e.g., # of Servers etc)	HCPSS uses a home grown asset management system. It tracks basic information about assets and inventory and is a distributed function among central office and staff at schools. We use asset tags and scanners or manually entered information. Newer equipment is registered through vendors and the information added through files
64	e County of separate team and processes around re and Software Asset management?	No
65	l (public) users interact with the application bile or browser only? What are some of the cases for public users to interact with IT?	Public users should be able to use a browser or mobile to access service catalogs. Examples, report a late bus and receive updates, report issues trying to schedule a course or register their children for school and receive responses on their cases.
66	egrations, are there specific use cases the County (e.g., onboarding and offboarding, syncing of user	Workday is our ERP. Assets assigned to a staff member (phone, computer, etc) will be integrated with their Workday profile. When staff are hired, or leave the organization, tracking of the distribution and/or collection of these assets is desired.
67	the use in non IT functions such as isportations, HR etc - is the County expecting total of ownership for this RFI or this can be roached in latter stages?	Transportation and HR would likely use a generic service request / ticket system with a request input, tracking, and corresponding response output. These would be in scope from the outset and might be considered similar to IT problem management, but use a separate form / catalog.

END OF ADDENDUM