



**Amendment #1
RFP # F50B4400105**

Information Technology Support Management (ITSM) Software as a Service (SaaS)

August 28, 2014

Ladies/Gentlemen:

This Amendment #1 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (i.e., **word**) and language deleted has been marked with a strikethrough (i.e., ~~word~~).

1. Revise the Closing Date on the Key Information Summary Sheet (p.iii) as follows:

Closing Date and Time:	09/05/2014 at 2:00 PM Local Time <u>09/10/2014 at 2:00 PM Local Time</u>
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2. Revise Section 2.1 – Offeror’s Minimum Qualifications (p.18) as follows:

Offerors shall meet all of the following minimum qualifications in order to be considered reasonably susceptible for award. Failure to meet any one of the minimum qualifications shall result in the Offeror’s proposal being disqualified. The Offeror must provide proof with its Proposal that the following Minimum Qualifications have been met:

2.1.1 Offeror shall provide evidence that it is an authorized reseller of the proposed SaaS ITSM solution.

2.1.2 Offeror shall demonstrate **two (2) years of continuous experience providing SaaS ITSM licensing. The experience shall be demonstrated by providing at least one (1) example where the company has supported an entity with at least 5,000 Customers and 100 Users.** ~~three (3) examples where the company has provided two (2) years of continuous experience providing SaaS ITSM licensing and professional transition support services. The examples must:~~

- ~~a) Be separate, non-related deployments (i.e. different User communities)~~
- ~~b) Each have at least 5000 Customers and 100 Users~~

Note: Subcontractor experience may not be used by Offeror to meet Minimum Qualifications **listed in Section 2.1.** The **Minimum Qualifications listed in Section 2.1** ~~minimum qualifications~~ must be met by the Offeror/Contractor. **Subcontractor experience may be used to meet Minimum Qualifications listed in Sections 2.2, 2.3, and 2.4.**

3. Revise Section 2 – Minimum Qualifications (p.18-19) by adding the following:

2.4 Implementation Minimum Qualifications

The Offeror or the Cloud Service Provider must have successfully implemented the System to at least three (3) separate entities. One of the entities must have a minimum of 100 Users and 5,000 Customers.

4. Revise Section 4.4.2.5 – Minimum Qualifications Documentation (p.51-52) as follows:

Reference	Offeror Company Minimum Requirement	Evidence of Compliance
2.1.1	Offeror shall provide evidence that it is an authorized reseller of the proposed SaaS ITSM solution.	Offeror shall provide evidence of compliance
2.1.2	<p>Offeror shall demonstrate <u>two (2) years of continuous experience providing SaaS ITSM licensing. The experience shall be demonstrated by providing at least one (1) example where the company has supported an entity with at least 5,000 Customers and 100 Users.</u> three (3) examples where the company has provided two (2) years of continuous experience providing SaaS ITSM licensing and professional transition support services. The examples must:</p> <p>a) Be separate, non-related deployments (i.e. different User communities)</p> <p>b) Each have at least 5000 Customers and 100 Users</p>	<p>Offeror shall provide evidence of compliance with 3 examples. For each example provide:</p> <ul style="list-style-type: none"> • Name of company/organization supported. • Start Date • Stop Date if applicable • Number Users Supported • Number of Customers supported • Name and contact information for an individual in the organization that can attest to the engagement.
2.2	<p>For the personnel proposed under this RFP, proposed resources must meet all minimum qualifications for the applicable labor category in Section 3.5. Resumes shall clearly outline starting dates and ending dates for each applicable experience or skill.</p> <p>The proposed Subject Matter Expert (SME) must meet the following minimum requirements:</p> <ol style="list-style-type: none"> 1. Meet the requirements for the SME Labor Category in Section 3.5. 2. Have at least two (2) years of direct configuration and migration experience with the ITSM System being proposed. 	Offerors shall provide a completed copy of Attachment Q as an attachment to the proposal demonstrating compliance with Section 2.2.

Reference	Offeror Company Minimum Requirement	Evidence of Compliance
2.3.1	The System offered must be currently installed and providing SaaS ITSM support in at least three (3) separate entities, with at least one installation that supports at least 200 Users and 40,000 Customers.	For each System instance, provide: <ol style="list-style-type: none"> 1. Name of Organization 2. Contact Name, telephone number and e-mail address. 3. Total Users and Customers 4. Date of installation. 5. Contact must be accessible to verify information provided
2.3.2	Offeror shall provide evidence that the proposed software meets the Minimum Software Requirements by submitting a completed version of Attachment W and successfully completing the System Demonstration described in Scenario 1 of Attachment Y.	Offerors shall provide a completed copy of Attachment W as an attachment to the proposal demonstrating compliance with Section 2.3
<u>2.4</u>	<u>The Offeror or the Cloud Service Provider must have successfully implemented the System to at least three (3) separate entities. One of the entities must have a minimum of 100 Users and 5,000 Customers.</u>	<u>Offeror provide evidence of compliance with 3 examples. For each example provide:</u> <ul style="list-style-type: none"> • <u>Name of company/organization supported.</u> • <u>Start Date</u> • <u>Stop Date if applicable</u> • <u>Number Users Supported</u> • <u>Number of Customers supported</u> • <u>Name and contact information for an individual in the organization that can attest to the engagement.</u>

5. Revise Section 4.4.3 – Additional Required Technical Submissions (p.57) as follows:

The following documents shall be completed, signed, and included in the Technical Proposal,

1. Attachment W, Minimum System Requirements (TAB M)
2. Attachment X, Other System Features (TAB N)
3. Attachment B, Completed Bid/Proposal Affidavit (TAB O)
4. Attachment G-1, Completed Maryland Living Wage Requirements Affidavit of Agreement (TAB P)
5. Attachment I, completed Conflict of Interest Affidavit and Disclosure (TAB Q)
6. Attachment N, completed Location of the Performance of Services Disclosure (TAB R)
7. ~~Attachment P, completed Non-disclosure Agreement (Offeror) (TAB S)~~
8. Attachment Q, completed Labor Classification Personnel Resume Summary for each person identified as Key Personnel.(TAB T)
9. Copy of TOS to be negotiated and signed by Cloud Service Provider and the Department to provide

services in the event that Offer is selected as the winner of this Contract (TAB U)

10. Draft Work Plan and Project Schedule. Provide the Work Plan and both paper and a Microsoft Project erosion of the Project Schedule (Tab V)

6. Revise Attachment F – Price Forms (separate attachment) as follows:

Renamed 1st tab from “Price Form” to “Evaluated Price Form”;

Renamed Column F in “Evaluated Price Form” from “Users” to “Named Users”;

Renamed 2nd tab from “T&M Rates” to “T&M Rates (Required)”;

Created 3rd tab “Optional Price Form”;

Note: The “Optional Price Form” allows Offerors to submit pricing for concurrent users instead of named users if the Offeror provides such pricing. However, financial proposals will be evaluated on pricing for named users and not concurrent users.

7. Revise Attachment Y – SaaS ITSM Demonstration and Scenarios (separate attachment) as follows:

Demonstration and Oral Presentation Agenda

In accordance with Section ~~1.16~~ 4-5 of the TORFP, each Offeror will be provided a ~~6 hour~~ **3 hour** time period to discuss ~~its~~ ~~their~~ proposal and to demonstrate ~~its~~ ~~their~~ solution to the Evaluation Committee. Two screens, projectors, and Internet connections will be provided upon request to facilitate your demonstration. As stated in Section ~~1.16~~ 4-5, this time period will be divided into several parts:

1. Demonstration that the proposed solution meets Minimum Requirements (30 minutes ~~one hour~~):

This will be accomplished by successfully completing all elements of Scenario 1 in this document. Should the system demonstration fail to pass all elements of Scenario 1, the Demonstration and Oral Presentation will be terminated and the proposal shall be deemed not susceptible to award.

~~2. Oral Presentation (one hour): Offeror will be provided the opportunity to provide a 30 minute presentation, followed by a 30 minute question and answer period. The presentation and follow-on questions may cover any aspect of the Offeror’s proposal.~~

2. General Presentation (one hour): During this time, Offerors are encouraged to demonstrate the enterprise functionality of their proposed System. The demonstration should cover, but is not limited to the areas listed below:

- Knowledge Base (Build and Maintain);
- Service Catalog (Build and Maintain);
- Standard Reporting;
- Ad hoc Reporting to include collecting and reporting information related to different groups of customers;
- Asset management;
- Service level management;
- Configurable "dashboards";
- Configurable "e-mail notifications";
- Functions included in the self-service portal

3. Perform Scenarios (90 minutes ~~3 hours~~): During this time period, Offeror shall demonstrate scenarios 2 – 4 which are provided below.

Issued by
Michael Meinl
Procurement Officer