



**Questions and Answers No. 1
Request for Proposal F50B4400105
IT Management Support Software as a Service**

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations contained in the following responses to questions by potential Offerors are not binding to the State, unless an addendum expressly amends the RFP. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor.

- 1) We like to know that is there any incumbent for this project? If yes, kindly provide the details of the same.

RESPONSE: No, there is not an incumbent.

- 2) We have a mutual NDA we would like to use instead of the NDA supplied in the RFP. Would this be acceptable for the State of Maryland?

RESPONSE: The RFP includes two distinct non-disclosure agreements – one in Attachment J and the other in Attachment P. Please clearly identify any exception to specific clauses from the NDA in Attachment J. Exceptions to the NDA in Attachment P, however, shall not be permitted.

- 3) Was there a Request for Information (RFI) for this ITSM SaaS opportunity?

RESPONSE: No.

- 4) We found this solicitation on eMaryland, but is this also released on MCCATS II?

RESPONSE: No, this was not released on MCCATS II.

- 5) In reference to the subject solicitation, I call your attention to the "Note:" in Section 2.1. "Note: Subcontractor experience may not be used by Offeror to meet Minimum Qualifications. The minimum qualifications must be met by the Offeror/Contractor." Given the nature of the solicitation and the various roles that necessitates the prime contractor (Offeror) to satisfy through teaming with resellers, cloud service providers, subject matter experts, etc as "subcontractors" this statement creates an overly restrictive constraint. Would the State consider removing this restriction while recognizing that the Offeror (prime contractor) is still ultimately contractually liable for satisfying all the requirements of the solicitation?

RESPONSE: Please see Amendment #1.

- 6) Based on your discussion of the labor component of the subject RFP, labor may be requested via work order for short and long term projects. This introduces two different pricing models, one geared for project work assignment for short term (i.e. less than 3-6months) projects and one geared for long term projects (i.e.> 6 months). Would the State of Maryland allow an offeror to propose two different rates for these different lengths of projects?

RESPONSE: No.

- 7) For RFP section 3.9.1, will the State accept an Offeror's certificate of insurance if the Offeror maintains a Commercial General Liability Insurance policy with limits of \$1,000,000 per occurrence and \$2,000,000 aggregate backed up by an Umbrella Liability policy with a limit of \$4,000,000 per occurrence/aggregate?

RESPONSE: Yes, however the Offeror shall provide evidence of the Umbrella Liability policy with its proposal.

- 8) Does the State intend to limit the liability of Contractor in Attachment A clause 28.1.c.? That clause says the Contractor is liable "For all other claims... regardless of the form" without limitation whereas other State contracts limit liability "for all other claims" to the value of the contract.

RESPONSE: No.

- 9) May the Offeror submit pricing where the monthly fixed price for the subscription changes for each of the base period years (years 1-5)?

RESPONSE: No.

- 10) Can you please confirm the qty of users for the following product? On the pricing sheet it says 180 and in the body of the RFP it states 200.

RESPONSE: Please submit pricing for 180 named users. The price evaluation will be based on the cost for 180 named users. As described in Section 3.3.5, the Department will commit to purchasing 150 licenses year. The minimum monthly user count described in Section 3.3.5 is independent of the price proposal and the initial license purchase by the Department.

- 11) Is the Offeror required to submit Attachment P Non-Disclosure Agreement (Offeror) with the Offeror's Technical Proposal? Section 4.4.3 of the RFP (page 57) says Attachment P shall be completed, signed, and included in the Technical Proposal. However, Section 6 RFP Attachments (page 63) says that Attachment P is "not applicable" and "do not submit."

RESPONSE: No, the Non-Disclosure Agreement is not a required submission for the Technical Proposal. Please see Amendment #1.

- 12) In the minimum requirements, section 2.1.2, MDoIT requires past performance examples to include implementations servicing 100 users and 5000 customers. Can you expand on what is meant by "customers"?

RESPONSE: Please see Section 1.2 (item j) of the RFP.

13) Can you provide a scope for the requested data migration?

RESPONSE: Migrated data may include, but is not limited to: Profiles of customers and users in the system (~13,000 profiles); Active (open) tickets and work orders in the system; Location information (~1000 locations); Asset information; and Workflows (migrated or replicated).

14) Section 3.1 states “the Department does not wish to procure a software application still under development.” Is the Department looking for a purely COTS solution (i.e. configuration instead of custom development)?

RESPONSE: The Department does not want a custom development solution. The Department is looking for a multi-tenant SaaS solution. Please refer to Section 3.1.

15) RFP pages 26-28, 3.3.10 Service Level Agreement. Support service levels are generally defined by the service provider and based on the level of support purchased by the customer. Please clarify if the support service levels are negotiable based on the service provider chosen?

RESPONSE: The Response and Remediation Service Level Agreement (SLA) is defined in Section 3.3.10.1. This SLA is between the State and the successful Offeror. The Cloud Service Provider shall provide its SLA as described in Section 3.3.10.2 of the RFP. The SLAs will be part of the evaluation process.

16) RFP page 18, 2. Minimum Qualifications. If the prime offeror that is the respondent to this RFP is solely the reseller of the software and services being proposed, can customer references and minimum qualifications be demonstrated by the reseller's subcontractors (software solution and implementation services providers) to meet these requirements?

RESPONSE: Please see the response to Question #5.

17) On the pricing spreadsheet, it states 180 users as a fixed field; however, in the requirements it states 200 – could we please get clarification on the number of agents?

RESPONSE: Please see the response to Question #10.

18) We plan to respond to the RFP but will be using a reseller who already has contract vehicles with the State. The reseller may be answering a few questions but we will reply to most. The reseller may not be able to meet some of the minimum requirements as it pertains to Services but we have the resources to comply. Will that be sufficient for the State?

RESPONSE: Please see the response to Question #5.

19) You mention that there are currently 160 licenses for Remedy. Are they named user licenses or concurrent?

RESPONSE: DoIT has both fixed and concurrent licensing.

20) When you ask for pricing on 180 users, are these named users?

RESPONSE: Please see the response to Question #10.

21) Does the Maryland DoIT intend to migrate all information from legacy system or selected one. (e.g. just migrate incident tickets which is less than 1 year old etc.)?

RESPONSE: Please see the response to Question #13.

22) When reviewing questions and the use cases, it appears there may be products that are not necessarily named user based in nature. Where might we be able to provide additional license considerations?

RESPONSE: Please see Amendment #1. Pricing for concurrent licenses can be submitted. However, this pricing will not be part of the evaluation.

23) Would the State of Maryland accept a pricing proposal as opposed to the Excel pricing sheet supplied with the RFP?

RESPONSE: No. Offerors must use the Price Sheet supplied with the RFP.

24) I understand we can list any discrepancies in the executive summary. Can this include the SLAs we are being asked to support. The requested response times, uptimes etc may not be consistent with what we offer our customer base.

RESPONSE: Yes. Please also see the response to Question #15.

25) What problems are you trying to solve with the new system? What are you lacking with the legacy system?

RESPONSE: DoIT desires to use SaaS to support multiple users within multiple locations operating on distributed networks. Attachment W details minimum requirements. Attachment X details other system features that are desired, but which is not considered to be an absolute requirement.

26) [In regard to] Incident Management - Does DoIT currently have any custom workflow associated with Incident Management aside from auto-assignment of the incident based on Category, Type, and Item?

RESPONSE: Yes.

27) [In regard to] Asset Management – many of these questions stem from the ITIL distinction between Asset and Configuration Management. In a nutshell, Asset Management deals more on the

financial side of assets where Configuration Management deals with the *configurations* of Configuration Items (CIs) and their relationships to each other and the service they supports.

- a. The RFP mentions assets and their configurations.
 - i. As part of this initiative, is DoIT looking to capture device configurations within a CMDB?

RESPONSE: Please review the “Asset Management” tab within Attachment X.

- ii. Does DoIT currently have an automated means for tracking CIs in its environment (Discovery, SCCM, etc)

RESPONSE: DoIT implemented Dell’s KACE to collect information on system management. Data from KACE is not integrated with the current system. DoIT also uses HPOpenView to collect information on directly attached networks.

- b. Does Asset Management include the full lifecycle of an Asset? Plan, Acquire, Deploy, Maintenance, and Retire

RESPONSE: The capability is desired for the System, but it is not considered to be a requirement.

- c. Does DoIT intend on tracking warranty, contracts, and other transfer of assets in the system?

RESPONSE: The capability is desired for the System, but it is not considered to be a requirement.

- d. In the DoIT environment, is an asset only IT equipment or does DoIT consider other items (e.g. furniture) as assets?

RESPONSE: Assets should include IT equipment only.

- e. Does DoIT want to track Software license compliance as part of Asset Management?

RESPONSE: The capability is desired for the System, but it is not considered to be a requirement.

28) [In regard to] Knowledge Base:

- a. How robust is the current DoIT Knowledge Management process?

RESPONSE: The current Service Desk knowledge database is a separate reference created by internal IT staff.

- b. Does DoIT allow anyone (within the tool environment) to create a knowledge article?

RESPONSE: No.

- i. If not, how is Knowledge article creation limited?

RESPONSE: It is updated by Service Desk management.

- c. Does DoIT have any 3rd-party vendor (e.g. RightAnswers) providing knowledge articles?

RESPONSE: No.

- d. How many existing documents/articles will be migrated from the legacy system?

RESPONSE: None.

29) [In regard to] Service Catalog:

- a. How many catalog items are currently in the system?

RESPONSE: There are less than 100.

- i. Do more catalog items need to be created for this implementation? If so, how many?

RESPONSE: Yes. The total amount has yet to be determined as the catalog is under development.

- b. Please describe the overlap catalog item workflows, if any?

RESPONSE: There aren't any overall catalog item workflows.

- c. Are there multiple condition-based approvals before a technician can fulfill the request?

RESPONSE: No. However, multiple approvals may be needed in the future.

- i. How complicated are workflows?

RESPONSE: The Department cannot answer the question in its form.

- d. Are there any nested catalog items (i.e. Employee On-boarding which typically contains sub-items like: order pc, provision pc, provision account(s), Provision telephone, Install Software, Grant access to)?

RESPONSE: No. This is discussed in Attachment W, MIN REQ-012.

30) [In regard to] Problem Management:

- a. How mature is DoIT's problem management process?

RESPONSE: **The current system does not have desired features listed in Attachment X, tab “Problem”.**

- b. Is it automated (i.e. once an incident meets a certain condition a problem is automatically created)?

RESPONSE: **No.**

- i. Are there multiple categorization levels?

RESPONSE: **No.**

- c. Is there a team dedicated to problem management?

RESPONSE: **No.**

31) [In regard to] Self Service:

- a. Can DoIT customers currently ask for service (request service) via a customer-facing Service Catalog?

RESPONSE: **No.**

- i. If so, how is this capability currently utilized?

RESPONSE: **This question is not applicable.**

- ii. Is there separate web interface that resembles Amazon.com with DoIT logos, look-and-feel, etc?

RESPONSE: **This question is not applicable.**

32) [In regard to] Reporting:

- a. Is there a need for custom report creation?

RESPONSE: **Please see Attachment W, MIN REQ-010 and MIN REQ-011. Please also refer to the “Reporting” tab within Attachment X.**

- i. Please provide an example of a custom report type.

RESPONSE: **Please see the “Reporting” tab within Attachment X. Specifically R-006 and R-009.**

- ii. How many custom reports are desired?

RESPONSE: **Please see MIN REQ-011 within Attachment W.**

- b. Is a custom executive dashboard in-scope for this effort?

RESPONSE: No, a custom executive dashboard is not requested. However, dashboard functionality is discussed in Attachment X R-002, R-004, R-005, and SL-003.

33) [In regard to] Service Level Management:

- a. As a result of this implementation, will DoIT use the new platform to manage external SLAs/OLAs within this application? If not, is the desire to simply report on Incident SLAs?

RESPONSE: Please see the “Service Level Mgt” tab within Attachment X for desired features.

- b. Does DoIT currently have multiple levels of SLAs/OLAs (Gold, Silver, Bronze type) based on customer's agency?

RESPONSE: No.

34) [In regard to] Change Management:

- a. How many different change types are in use (i.e. Routine, Comprehensive, Emergency, etc.)?

RESPONSE: Currently, there are three (new, change, decommission). However, additional change types are anticipated in the future.

- i. Does each have its own level of necessary documentation and workflows?

RESPONSE: Yes, there are workflows associated with each.

- ii. How many different levels of approvals are needed for each?

RESPONSE: There is one level of approval.

- iii. What are the restrictions?

RESPONSE: The Department can't answer the question in its form.

- b. Is there an approval process for requesting a change?

RESPONSE: Yes, but the approval process is not currently automated.

- c. The goal of change management is to minimize the impact of a change on service through standardized, repeatable processes, and impact analysis. As part of change management, does DoIT want to capture CI(s) associated with the change?

RESPONSE: Please refer to the “Change Management” tab within Attachment X for desired features.

- d. Are there currently standard change windows that all changes must comply with?

RESPONSE: No.

- e. Who manages the maintenance windows?

RESPONSE: Maintenance windows are managed by the groups performing the maintenance.

35) [In regard to] Financial Management:

- a. How robust is the current financial management system?

RESPONSE: The Department cannot answer the question in its current form.

- b. What is currently being tracked? What will be tracked in the new system?

RESPONSE: Financials are not tracked in the current system. Please refer to the “Financial Management” tab within Attachment X tab for desired features.

- c. Are Service Portfolios (and their costs) tracked?

RESPONSE: No.

- d. Is this data used for customer charge backs?

RESPONSE: No. Please refer to the “Financial Management” tab within Attachment X. Specifically, FM-006 for desired functionality.

36) [In regard to] Training:

- a. Does DoIT wish to train all users or employ a “train-the-trainer” approach that will create and deliver custom training materials to a small group of State employees who will then educate the broader user community?

RESPONSE: The Department wishes to “train-the-trainer”.

37) [In regard to] Data Migration:

- a. Will tickets in the current system be migrated into the new system?

RESPONSE: Please see the response to Question #13.

- i. If so, does this include tickets already closed and/or completed?



RESPONSE: **Please see the response to Question #13.**

- b. What other types of data (**program question**) migration are in scope for this project?

RESPONSE: **Please see the response to Question #13.**

Thank you,

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Procurement Officer

End of Question and Answer # 1