

Proposal Submission and Technical Questions/**Answers**:

1. Ability to integrate with other IT systems including Oracle ERP, MS Sharepoint, etc.
See Detailed Requirements, Section 1.2. Initially looking at what current integrations and options you have with any of these applications.
2. Please let us know the scope of integration? What information will be taken from our tool to the above applications and what info will be taken from the above applications to our tool?
Initially primary focus will be Active Directory (user accounts/permissions) and Oracle (asset/inventory information) integration.
3. Page 8 Users Table: First 3 rows are clear. In addition the first 3 rows who are the 100 concurrent users? Are they different from the people from first 3 rows?
The first three rows of users are included in the fourth row of 100 concurrent users.
4. If yes, will the 100 concurrent users require read/write access to the application?
Yes.
5. In total what is the head count? $3+4+7+10+8+17+7+100 = 156$?
100 concurrent users.
[Note: The first 3 rows will require read/write technician access to the application.]
6. 3,800 users are requestors who raise requests from the self-service portal of the tool. Please confirm.
Yes. Requests could come from phone calls, email, text, etc. as well.
7. Do the automate users require read/write access?
Not sure. May depend on your tool. The most common example of this in our current system is the ability for the end-user to get a password reset done from the online portal without direct IT intervention.
8. How many automated users?
Not sure at this time.
9. Do the external users require read/write access?
They need to be able to open tickets through an online portal, but are not included in the 100 users mentioned in Question 4.
10. How many external users?
Not sure at this time.

11. Shall system identify and handle error conditions in an expeditious manner without providing information that could be exploited by adversaries. Please elaborate with use case.

If someone doesn't have an account and tries to log in, you should not display a message that says "User not found", as this leaks information about who the users of the system are. Instead, you should just reply with an "Invalid login". Similarly, you wouldn't say "Invalid password" if someone put an incorrect password in, you'd give that same "Invalid login" reply.

12. If you need integration with the following applications, let us know the scope for each; what data will get transferred between the below applications and our tool?

Please just let us know what current integrations and options that you have with any of these applications.

- Solar Winds NPM
- Rapid7 InsightVM / InsightIDR
- Oracle ERP Cloud
- Microsoft Office365
- Microsoft Azure
- Microsoft System Center
- Microsoft Azure/Active Directory
- Microsoft Power BI
- Microsoft Sharepoint Online
- Cisco VOIP
- Microsoft Project / Project Online

13. Shall provide ability to associate an SLA with a problem ticket – is this feature a qualifier?

This is not a qualifier at this time.

14. May provide ability to identify weak areas that need improvement based on case history. – Please elaborate with use cases.

Reporting capabilities that provide some trend analysis based on common/recurring support issues.

15. Requirement Terms: Shall (absolute requirement), Should (would prefer to have the requirement), May (nice to have requirement).

See question 18.

16. If a "Shall" point is compliant how will it be rated?

See question 18.

17. If a "Shall" point is NOT compliant how will it be rated?

See question 18.

18. Will the proposal response be rejected outright?
No proposal will be rejected based on a failure to meet any specific technical requirement. All proposals will be evaluated from the standpoint of which solution meets the greatest percentage of our needs and preferences.
19. If a “Should” point is compliant how will it be rated?
See question 18.
20. If a “Should” point is NOT compliant how will it be rated?
See question 18.
21. If a “May” point is compliant how will it be rated?
See question 18.
22. If a “May” point is NOT compliant how will it be rated?
See question 18.
23. Section 2.0 Business Requirements table – can we respond in the table itself with a Yes / No / Partial?
No
24. Do you need a separate column or can the Yes / No/ Response be directly against each point?
Do not need a separate column. Yes, you can respond against each point.
25. Do you need an explanation for each point? How many sentences max.?
Provide detail if you feel it is relevant to meeting the requirement. No max number of sentences.
26. Can we provide hyperlinks pointing to more information directly from our web pages instead of providing explanation?
Yes.
27. Can you send us the word version of the table / RFP?
No.
28. Do you prefer on-premise installable version of help desk application or a saas/cloud based application?
Cloud-based solution is preferred.
29. How many technicians who access the software to resolve tickets?
Please see ‘Section 1.1 Current Roles’ for this information.

30. How many admins who will administer the help desk application?
Please see 'Section 1.1 Current Roles' for this information.
31. How many requestors/employees who will raise tickets?
Please see 'Section 1.1 Current Roles' for this information.
32. How many IT assets do you want to manage from an operational perspective? [number of routers, switches, servers, laptops, desktops, etc.] [any IT asset with an IP address adds to the count]
A very approximate number is 12,000.
33. Are you looking at IT help desk or a help desk for all your other non-IT departments too?
This solution will be initially for IT, but we have three other areas of our organization that are interested in the ticketing portion of the tool including HR, Facilities and Construction.
34. Do you need asset management of mobile devices such as iPad, iPhones, android phones?
Those types of devices are included in the asset count in Question 32.
35. What is the total number of mobile devices?
Approximately 2,500 (including laptops, tablets and cell phones).
36. Do you need Active Directory self service password reset solution?
Yes.
37. Please explain your requirements on integration of our help desk tool with third party applications. [Use cases/examples would be good to have].
See Question 12.
38. Can we respond in the RFP document itself, point by point?
No
39. If yes, please send us the word version of the RFP.
See Question 38.
40. Can we also include our standard proposal as a part of the submission?
Yes
41. Can we provide hyperlinks pointing to our website for more information?
Yes

42. Is this an open bid [where even large enterprises can participate] or is it reserved for HUB, VA, Women Owned, etc.?

Open Bid.

43. Do we need to be present during the bid opening date/time in your office?

No, typically no attendance for RFP openings – Also, at the present time we are adhering to COVID-19 attendance procedures.

44. Is a pre-bid meeting planned? Is it mandatory or optional?

No pre-bid meeting

45. We are IT help desk software vendor. We restrict our scope of offering to supply, installation and configuration of the software that includes Training for 3 or 4 days and onboarding / implementation consultancy of about 2 to 3 weeks max. We then support your admin / configuration team over email/phone and remote sessions. Being a COTS software these timelines are sufficient. Given this, please confirm if this model is acceptable to you/this RFP scope. Or, are you looking at a professional services/contract model where you want a team to be deployed over a 6 month period [or more]?

Your above general approach sounds like it will likely meet our needs.

46. Was an RFI released earlier? Can you please tell us the participants?

No RFI was issued.

47. We did not participate during the RFI phase. Can we still participate in the RFP?

See Question 46. Yes

48. When was a RFP released last for this requirement?

An RFP has not been issued for this solution before.

49. What are the top incident categories in your current system? What is the approximate volume of tickets in each?

Our current system was not configured or implemented properly, so we cannot accurately gauge ticket volumes at this time. Currently the basic incident categories are Hardware, Software, Printing, Networking, Security and Email, but these will be updated as part of this project implementation.

50. Should we provide the ability to log express calls for common tasks. Please elaborate with use case.

This would be a possibly streamlined workflow/screen that could be used for common support tasks that would allow faster resolution through less information gathering and tech

support interaction. Some tasks might include user access/permissions issues, common software/printing issues, etc.

51. Should track the number of ticket "bounces" (multiple assignments), as well as the amount of time spent in each status/stage? – Please explain "Bounces" with use case.

A bounce is simply a re-assignment of the ticket, either within IT or external to IT.

52. Should provide ability to associate multiple users to one telephone extension. – Is this a decider?

This is not a decider at this point.

53. Due to a case of the COVID-19 virus within our company, employees will be working from home indefinitely. This may affect the timely preparation and arrival of our hard copy response, as we are unable to access printing and shipping resources or obtain original signatures for the required forms. Will the Arkansas Department of Transportation consider a deadline extension and/or electronic submissions in result of the effect that this may have on vendors?

See Submission Opening Date Addendum – New Opening Date/Time presently scheduled for April 22, 2020 at 11:00AM. We do not have the necessary encryption software in place to protect your email proposal submission, but we will accept your submissions by flash drives, which can be paced in properly labeled envelopes.

54. Is there a primary location where the ArDOT individuals defined in the RFP reside or are they across many locations?

They are across many locations – statewide.

55. Are there any language requirements beyond English?

No.

56. Can you confirm all of the applications / processes below are in the scope that we are pricing?

- Incident Management
- Service Request Management
- Change Management
- Problem Management
- Hardware Asset Management
- Configuration Management (CMDB)
- Knowledge Management
- Project Management

All of the above are accurate.

57. The roles in section 1.1 did not list the number of project managers, resource managers and project resources that would be using the project and resource management component. Roughly how many would that be by role?

We do not have those answers at this time. We are considering the project management capabilities of this tool as a possible way to meet an Enterprise need for project management, but are in the very early stages of determining our needs.

58. From a process perspective for the areas in scope, do you expect to leverage a or b below?

- a. The best practice processes from the software vendor OOTB and configuration by the partner.

N/A

- b. A specific process you want configured and customized into the software by the partner.

(We would see this as primarily Option A above, but we may have some need to configure for specific processes...especially for possible implementations outside of IT directly)

59. If it's option b., do you have documented processes that you can share with vendors to assist with high level scoping?

Not at this time.

60. Do you have required SLAs, Types, Priorities, etc. already defined? If yes, can you describe them or provide examples?

No. We will be establishing more formal SLA's as part of this implementation process.

61. Section 1.2 identifies monitoring system(s) that could be setup to send alerts to the ITSM/Service Desk solution. Is this required in the scope of the initial implementation?

The list of possible monitoring system integrations is provided to give insight into our environment, such that the vendor may be able to identify those areas where integration is built in and/or possible with their solution.

62. If yes, which monitoring tools and how will alerts be provided from these new monitoring tools? (I.e. Email Notifications, Web Services Integration)

We do not have these specifics at this time.

63. Live chat is in not mentioned, is this in scope as a support option?

It is not a requirement, but it is an option we are considering.

64. Do you expect to leverage Virtual Agent capabilities as part of the scope of this initial engagement?

It's possible, but is not required for initial implementation.

65. In the initial implementation that we are pricing, will integrations be needed to any of these systems or others not listed below?

- Solar Winds NPM
- Rapid7 InsightVM
- InsightIDR
- Oracle ERP Cloud
- Microsoft Office365
- Microsoft Azure

- Microsoft System Center
- Microsoft Azure/Active Directory
- Microsoft Power BI
- Microsoft SharePoint Online
- Cisco VOIP
- Microsoft Project / Project Online

Please just let us know what current integrations and options that you have with any of these applications.

66. What is your process for QA / UAT Testing today?

We do not have a specific plan in place at this time.

67. For an application of the scope of this project, does this usually take days, weeks or months to get through UAT in the past?

An initial estimate would be 2-4 weeks.

68. Automated testing is not mentioned, do you have a mandated automated test tool, or do you want to take advantage of the solution's Automated Test Framework?

We do not have a mandated automation test tool, but would consider using one if was appropriate for our environment.

69. Do you expect the vendor to manage and coordinate the User Acceptance Testing aspect of the project?

Most likely yes.

70. We recommend migrating as little legacy data to the new solution as possible (i.e. Ideally none), but in some business cases it may be required for regulatory or contractual compliance reasons. Will data need to be migrated from legacy systems as part of the scope of this project?

At this point we are hoping to migrate as little legacy data as possible.

71. If yes, what systems would it come from and what is the estimated scope of data that will need to be moved for each system. (I.e. Which record types? How many records?)

Any ticket support data that was migrated would come from Microsoft SCM.

72. Reporting is mentioned, are there any specific reports that you know need to be created? If yes, can you provide them.

We are looking for a flexible reporting environment that will allow us to see summary data in a variety of ways...by tech, by division/district, by category/type, aging, priority, etc. Having some initial canned reports is a plus, as long as they can be easily modified for our needs.

73. Do you expect the implementation partner to provide the instructor led training to customer service fulfillers (People using the system daily) or do you have a training department that would create these?

We are planning on training our end-users, so we would prefer a 'train the trainer' approach.

74. Do you expect the implementation partner to provide custom training materials or do you have a training department that would create these?
We would expect to have at least the initial documentation provided as part of the implementation.
75. Do you have a need for the implementation partner to provide custom recorded training of the content broken into smaller 5-10 minute segments for training future employees that move into customer service roles?
Possibly.
76. Do you expect the vendor to assess and recommend organizational change strategies?
As it pertains to the most effective use of the ITSM/Service Desk solution, yes.
77. Do you expect the vendor to implement the organizational change strategies or will that be done by your internal resources?
No.
78. When would your resources be ready and available to start this initiative?
Given the current state of affairs with the coronavirus situation, we cannot say for sure. Normally we would say within 4-6 weeks of an award being issued.
79. Do you have a certain target date that this initiative must be implemented by?
We had originally hoped to possibly have this in place by July 1, 2020. But understand that we will need to be flexible in our expectations given the above situation.
80. How many planners and project managers do you have that will be working in this area?
At this time, we do not know how many we would have across the Enterprise. Initially it would likely be 5-10 depending on how the PM portion of your solution met our needs.
81. In the pricing packet, are you asking vendors to include BOTH the software cost and the implementation cost. If both, do they need to be in separate documents?
We do want to see the cost broken down by overall implementation cost, and also by on-going annual software maintenance/support cost. It will likely make most sense to include these cost in separate documents, but as long as they are clearly identified in the pricing documentation is should meet our needs.
82. We are just confirming that there is not a contact of any type associated with this RFP (Like a Master service agreement or NDA) It did not seem so from the RFP doc, just wanted to make sure we cover what is required at this stage.
No, there are no associated contracts/NDA/Master Service Agreements as part of this RFP
83. For the initial phase, what integration will be required? I.e.: AD, Email, etc.
AD and email integration will definitely be required for the initial phase. The tools listed under Section 1.2 of the Detailed Requirements shows all the possible tool integrations we may be interested in. Azure/AD, Microsoft System Center, and Oracle would be our initial focus.
84. How many total employees do you have in your IT department.

We currently have 56 IT employees. However, we are planning for 100 system users (not end-users), as we will have other Divisions within ARDOT that will be using the ticket management capabilities of the tool as well.

85. In section 1.1, the chart lists that there would be 100 concurrent users. However, it only lists 56 total users between admins, call center agents, and analysts. How many total licensed IT or backend users will need access to the tool?
100

86. Requirement GF-10 states “May provide ability for technicians to remotely control any workstation within the LAN, WAN, Intranet, or across the Internet.” Does ARDOT currently use an existing remote control tool you want us to integrate with, and if yes, which one?
We do not have a need for the tool to integrate with other remote access tools that we are currently using, but to provide that capability as part of the ITSM/Service Desk tool if possible. However, we currently use the Microsoft Remote Desktop Connection tool, the Microsoft SCM Remote Control Viewer and Team Viewer version 15.3.2682

87. Requirement FS-22 states “Shall accommodate service desk technician lunch and break coverage.” Can you expand on what functionality you are expecting the ITSM tool to do when someone goes on lunch or break?
This would primarily be for our Tier 1 Service Desk staff to be able to see in the tool who may be away from their desk and unable to take calls/provide support. This might be a possibility for integration with the Cisco Finesse Call Center software we currently use.

88. Requirement IM 24 states “Shall support partial call ticket and work order assignments.” What does this mean to support a partial call ticket?
This was intended to provide for the assignment of multiple Sections/People to a support ticket, where there could be five steps to a standard resolution and our User Services Team resolves the first three steps and perhaps our Networking team completes the last two steps.

89. Requirement IM-36 states “Shall allow multiple call tickets and work orders to be open simultaneously.” Can you provide an example use case of how you want to use this feature?
This might be a situation where, again, multiple Sections/People may be assigned the same support issue, and the workflow could send out the appropriate tasks/notifications for each affected party.

90. Requirement CoM-6 states “Shall integrate with Active Directory, Azure AD, LDAP and/or SAML; and Oracle ERP”. I assume these integrations would be used for a minimum of importing in asset records. Are you looking to do any other functionality with these integrations?
The primary focus is to be able to get all asset information into the CMDB, with a focus on authentication and security groups/access control.

91. For Asset Management /CMDB, are you looking for a discovery tool that will scan your live environment and update data regularly? Or do you plan to import in data through just the integrations listed above and/or manual changes?
Both are a possibility.

92. Requirement R-18 states “Should provide the ability to interface with external reporting systems.” Can you share which external reporting systems you would want to interface with?
Our primary interest is in having an industry standard export process that provides the information in an industry standard format (CSV, XML, etc.). Two initial reporting systems of interest would Microsoft SSRS and PowerBI.

93. Integrations were mentioned for Incident with AD and also in CoM-6. Can you let us know of any other integrations you would be looking for and what you want those integrations to do?
At the moment, the primary 3rd-party tool integrations we are most interested in are listed in the Detailed Requirements, Section 1.2 of the RFP.

94. Cover Page, item (2):
Please clarify if “all the requirements set forth herein” requires responses to both the Detailed Requirements Section 1.0 as well as the Business Requirements Section 2.0?

Any vendor responses should address both areas.

95. Section 1.1 Current Roles:
Can you clarify how many individual users would need fulfiller-type access to the system to work on tickets, requests, and tasks? If we add your Administrators, Call Center Agents, and Analysts it comes to approximately 53. Is that accurate?

We requested 100 “system” users...this would be a person who has the capability to manage and update the tickets beyond just entering them through a web-portal (queue management, change impact/urgency, reporting, etc.)

You list 100 Concurrent Users. Is that just internal Service Desk staff, or does that number include end-users (requestors) that could be in the system?

This 100 users represents all of IT and specific users within the other areas of ARDOT that are looking at using the tool for ticketing purposes, which includes HR, Construction and Facilities Management.

96. Section 2.3 Time and Place for Submission of Proposals:
Do all five paper copies require wet signature?

We need one original (“wet” signature) and four (4) copies (copies of the signed original).

97. Section 2.3 Time and Place for Submission of Proposals:
Is it acceptable to submit a flash drive in place of a CD?

Yes, you may submit a flash drive.

98. Section 3.0 Pricing:
Is there a preferred format to submit pricing?

Not particularly, but you would need to separate the cost for the implementation/training apart from the regular annual software maintenance expense.

99. Section 5.0 Offer and Acceptance: Are there any additional Terms and conditions not listed in the RFP that we should review for compliance?

No

100. Would it be possible to change the submission to email versus printing due to the pandemic?

Email would not be accepted as a submission, but submission by 2 separate flash drives will be accepted during this time. Each flash drive needs to be in a separate envelope and noted one as the "Technical Proposal" and the other "Price Proposal".