

REQUEST FOR PROPOSALS "RFP" PS20170690

PROVISION OF AN ENTERPRISE SERVICE MANAGEMENT PLATFORM

QUESTIONS AND ANSWERS NO.4

ISSUED ON JULY 10, 2017

Q1	Has the City defined a 'Core' Service Catalog?
A1	No.
Q2	How many 'existing service requests' for the City stream are in-scope for Phase 1?
A2	The City plans to leverage the vendor's out-of-the-box functionality for core IT services (i.e.: those provided in "Quick Start/Setup" solutions), and will analyze the list of items provided OOTB to determine if there are any critical requirements remaining.
Q3	The City mentions the migration of existing business workflows to the new ESM solution as part of Phase 1. a) What are the details on the scope, volume, and nature of these business workflows (e.g. counts and complexity)? b) How does this relate to the scope and volume of 'Workflow Implementation' expected for Phase 3? (reference: Annex 1, Page 6)
A3	a) Count: 4-5. Complexity - expected to be relatively simple, depending on the tool. The City's preference is to use OOTB capabilities where possible. b) Refer to A4 below.
Q4	What additional details can the City provide about the workflow implementations for City, VPD, and VPL for Phase 3? What would be the potential count and complexities of these workflows?
A4	Phase 3 workflows are not confirmed at this stage. The number and complexity will depend on the success of Phases 1 and 2. The City intends to move into a steady state and continue to evolve the system based on business requirements and backlog at that point in time.
Q5	In the diagram on Page 3 of Annex 1: what makes VPD Incident Management and VPL Change Management unique? How different are the VPD Incident vs Core Incident? How different are the VPL Change and Core Change processes?
A5	The organizations differ in their AD structure and systems, have different SSO/authentication requirements, and currently use different asset management

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	<p>tools. All three organizations share some common corporate resources. Each of the three organizations has its own separate IT departments, and runs its own Incident and Change process separate from each other. The new system may facilitate these processes becoming more standardized in the future, but it is likely that each organization will always have some unique requirements and processes.</p> <p>VPD - Police Officer surnames cannot be loaded into the tool for privacy reasons. A unique numeric "PIN" must be imported instead of a last name. Other VPD employees can have last names loaded into the system. VPD ticket data must not be accessible to users unless specifically authorized (i.e.: VPD AD, and specific, authorized City IT groups).</p> <p>VPL and the Core City will each have their own Change review processes and separate CABs. City CAB should not have VPL changes as part of their review/reports and vice-versa; however, employees should have the ability to see tickets from each other's organizations.</p> <p>Due to different organization structures and size, the approval levels will be slightly different for VPL and the City ("Core").</p>
Q6	Are there other unique processes expected for VPD and VPL? For example, are separate knowledge bases expected for the City, VPD, and VPL?
A6	<p>Knowledge Base articles can be specific to just one of the three organizations, or all three. The preferred model would not necessarily be three separate Knowledge Bases, but to provide relevant articles to the user (which may or may not be based on organization).</p> <p>For example, KM's related to core applications used by all three organizations should be accessible to all, but where there are different processes or different software versions, the user should be presented with the relevant article.</p>
Q7	<p>What are the scope expectations of the phased CMDB stream?</p> <p>How many priority Configuration Classes for CMDB are expected across these phases?</p>
A7	CMDB implementation is out of scope for Phase 1. The City has existing systems (KACE, Solarwinds and an in-house SQL db system) from which the City may decide to integrate or import base information (depending on the selected solution).
Q8	What is in-scope of Asset Management? Does it include software asset management? Does it include hardware asset management?
A8	Asset Management is out of scope for Phase 1. See A7 above.
Q9	Please provide more details on the scope and objectives of the "Governance Process" defined in Phase 2 of the roadmap. (reference: Annex 1 - Page 3)
A9	This will be an internal activity to develop a Governance Process and Best Practices for the development of Business workflows, and will be dependent on the chosen solution. The City may work with the selected vendor on defining best practices.
Q10	Please provide more details on the scope and objectives of the "Capital Program" defined in Phase 2 of the roadmap. (reference: Annex 1 - Page 3)
A10	This will be an internal activity for the City.

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Q11	What is 'BAU' on the roadmap?
A11	Business As Usual - at this point in time, requests for new business workflows will be treated as a standard operational activity. (Creation of new business workflows to follow best practices and governance model developed in Phase 2).
Q12	<p>a. What are the key business requirements and capabilities of the "SAP Integration" defined in Annex 3 Technical Requirements? (e.g. financial data to underpin Asset Management, foundational data for Business, etc.)</p> <p>b. Is SAP Integration considered part of Phase 1, 2017? (reference: Annex 3, Requirement ID 5.3)</p>
A12	<p>a. SAP integration is not part of Phase 1, but the City needs to confirm if the proposed solution has the capability.</p> <p>b. The City would be looking for the best tool by each work unit to determine the type of integration.</p>
Q13	<p>What data conversion can be assumed to be in-scope?</p> <p>It is noted that 'Knowledge Base' is 'desirable': Please confirm if migrating legacy tickets for Incident, Change and Service Requests are out-of-scope.</p>
A13	No legacy tickets for Incident, Change & Service Requests will be migrated to the new system. Migration of existing tickets is out-of-scope. Depending on the capabilities of the selected vendor & solution, there may be some KB documents that will be imported or re-created in the new system.