

REQUEST FOR PROPOSALS "RFP" PS20170690

PROVISION OF AN ENTERPRISE SERVICE MANAGEMENT PLATFORM

QUESTIONS AND ANSWERS NO.5

ISSUED ON JULY 12, 2017

Q1	What interfaces does the City plan to integrate for in Phase 1, 2, and 3?
A1	The City's highest priorities for Phase 1 are Microsoft AD and SAP, with potential for Dell KACE and connecting to a SQL database. Phases 2 and 3 priorities have not been determined yet.
Q2	What data sets does the City plan to migrate from the legacy system? E.g. Tickets, Configuration Items, etc. Are all of the data migrations expected to be done in Phase 1?
A2	There are no tickets or configuration items. Depending on the selected solution (out-of-the-box capabilities), the City may consider Knowledge Base articles.
Q3	Phase 1 requirements are more specific than future phases. Should proponents provide responses that include services for all Phases 1, 2, and 3, or should proposals address only Phase 1 for the purposes of the RFP?
A3	The proposal pricing, design, etc. should address, in detail, Phase 1. As part of the proposal evaluation process, the City needs to determine proponents' capabilities and the proposed solution/tool capabilities to deliver Phases 2 and 3; however, the costs of implementation for Phases 2 and 3 do not need to be as detailed as for Phase 1. Note: the City needs to have clarity if a proponent's Commercial Proposal includes any change in license costs if volume changes (e.g. if proponent is proposing tiered pricing based on the number of users).
Q4	In Annex 1, section 'Anticipated User Numbers', there are 803 approvers listed for the current count. Of these 803 approvers, are there any users that are also listed as fulfillers?
A4	Some managers who are approvers may also be fulfillers. Approvers include all managers across the City; however, fulfillers are expected to be limited to IT for the first year. Proponents may indicate if their licensing model has a hierarchy (i.e. if a manager in both an approver and fulfiller role will require two (2) separate paid licenses, or only one (1) license combining both approver and fulfiller functionalities). Note: all staff will be requestors; however, some staff may have additional roles such as approver and/or fulfiller in addition to being a requestor.