



**April 27, 2017**

**TO: All Bidders**

**ADDENDUM NO. 1**

**Information Technology Service Management**

**(RFP No. 17-038)**

This **ADDENDUM No. 1** forms part of Durham County's Invitation for Bids (RFP No. 17-038) for Information Technology Service Management for Durham County Information Services and Technology Department. All other requirements of the original Specifications remain in effect in their respective order. Receipt of this Addendum must be acknowledged on the Addendum Acknowledgement Form included in the RFP.

1. Bids are due by 2:00 P.M., on May 9, 2017.
2. The last day for receiving questions regarding this RFP was by 3:00 P.M., on April 25, 2017. Attached is a list of questions received along with the responses provided by the Project Manager.

Should you have any questions regarding this Addendum, please contact me.

Sincerely,

*Hilda W. Williams*

Hilda W. Williams  
Senior Procurement Specialist  
919.560.0054

**QUESTIONS AND RESPONSES  
(RFP No. 17-038)**

**I: SCOPE OF SERVICES, Page 22**

**1.0 Purpose**

1. **Question:** How many departments do you wish to use this for?

**Response:** There are 5 with room to grow.

2. **Question:** Do each have their own domain, or just one single domain for all?

**Response:** One domain currently potential for two in the future.

3. **Question:** How many named licenses are needed?

**Response:** There are 69 currently. This may change depending on licensing structure and cost.

4. **Question:** How many concurrent licenses are needed?

**Response:** There are 4 currently. This may change depending on licensing structure and cost.

5. **Question:** How many IT assets do you wish to track?

**Response:** All client devices (computers/laptops, desk phones), and data center assets, networking and infrastructure devices.

6. **Question:** How many non-IT assets do you wish to track?

**Response:** There are none currently; potential to expand in the future.

**II: 7.0 WORK REQUIREMENTS - Project Planning, Page 23**

**Bullet Point- Integration with Microsoft SCCM**

7. **Question:** Can you please expand on the integration requirement encompassing the entirety of the scope and features desired?

**Response:** Integration with SCCM asset management.

**Bullet Point- Alerting and communications**

8. **Question:** Can you please detail all alerting methods that are needed?

**Response:** Email, home page banners, and announcement, text messaging.

**Questions and Responses**  
**RFP No. 17-038**

Bullet Point- Self-Service password reset

9. **Question:** Would you like to have this done over the intranet or over the internet, or is either acceptable to The County?

**Response:** Either is acceptable.

Bullet Point- Specific screens and home pages for different County departments using the solution

10. **Question:** How many screens and home pages are needed for The County?

**Response:** One for all departments using the system. Currently, there is 5.

**WORK REQUIREMENT - Project Execution/Project Monitoring and Control**

Bullet Point- Implement Project Tracking

11. **Question:** Could you please explain the full scope including features required and use case?

**Response:** Portfolio Management, Metrics, Reporting, dashboard view, Enterprise access for viewing and interaction with projects, the ability share the activities taking place within the 5 phases of a project (Initiation, planning, execution, control and close out), intuitive in reporting to identify issues/risks, overdue task or milestones, capability to link documents with version control.

**III. EVALUATION AND AWARD CRITERIA – Attachment L**

**2. Award of Contract**

12. **Question:** In reference to the items in 1. Evaluation Criteria - it is understood they are the determining factors. Can you please clarify how each of the "a-j" items will be ranked and what percentage, score, etc. each will carry in the evaluation? Can you please explain the importance of each to the Evaluation Committee and how they will be determining the final score for each proposal?

**Response:** Evaluation criteria listed "a-j" in Section 1 will be the determining factors for selection with importance placed on factor involving subject matter expertise/ITIL Certification, Public Sector Experience, qualifications of assigned staff, and the overall ability to meet the commitments of the request and the functional business and technical requirements. At this point, the ranking percentages have not been established.

13. **Question:** On page 22. Concurrent Licensing. ServiceNow only does named seats. If we can understand the number of seats and users we can hopefully accommodate. Is there flexibility?

**Response:** There is flexibility – If named only meets our needs.