CITY COLLEGES®
OF CHICAGO

February 15, 2023
ADDENDUM NO. 1

RFP #SN2201 – IT SERVICE MANAGEMENT (ITSM) SYSTEM

ONE (1) ORIGINAL SIGNATURE HARD COPY AND TWO (2) USB OF THE BID TO BE SUBMITTED TO:

City Colleges of Chicago
Dawson Technical Institute
Business and Procurement Services
3901 S. State Street, Room 102
Chicago, IL 60609
Attn: Steve Nash, Sr. Contract Administrator

All proposals are due Tuesday, February 28, 2023, no later than 12:00 p.m. local Chicago CDT

Part I – Questions, Answers and Clarification of Information

Q1   Software Licensing: Will CCC be purchasing licenses directly from OEMs or from the chosen proposer?

A   *CCC will be purchasing licenses from the chosen proposer; see Annual Subscription fee (SaaS) item on Pg.19.*

Q2   Software Licensing: Are the 30 approvers part of the 140 IT staff or will the 30 approvers additional to that count?

A   *Some of the 30 approvers are part of the 140 IT staff and the rest are supervisory staff.*

Q3   MWBE Compliance: If you are both MBE and WBE do you meet CCC requested percentage goals?

A   *No; firms certified as both an MBE and a WBE much choose one of the designations to perform the work outlined in the RFP; additionally, they must also fulfill the percentage goal for either the WBE or MBE goal. Please see Section 6.1, Item H in Appendix I – Terms and Conditions Regarding Compliance with the Minority Business Commitment and the Women Business Enterprise Commitment in the RFP document.*

Q4   Extension: In order to provide a thorough solution and do our due diligence with this comprehensive RFP, is it possible to extent the due date?

A   *At this time, CCC is not considering extending the due date for responses to this RFP.*

Q5   Chatbot: Can you please expand on this requirement? Is it required to have a single "chatbot"/virtual assistant as part of your IVR and ITSM system? We are unsure exactly what is meant by this requirement.

A   *Scope of the chatbot is limited to ITSM areas with possible Integrations to IVR. If your solution has any possible integrations with Mitel IVR, please notate in your proposal.*

Q6   Ongoing Development: Is the proposer to develop and deploy CCC-customized knowledge articles, ITSM workflows, and Chatbot workflows as part of the project? Or is the proposer to just deploy the framework and CCC will do the ongoing development of these items?

A   *Proposers are to deploy the framework/SaaS solution and customize/develop the workflows. Approximately 200 KM articles are available.*

Q7   Problem: PB-10: What is a business reason for creating a Problem record based on an SLA? Do you want Problem records created when an SLA breaches?

A   *To automate system generated events that affect many users and breach SLAs. This is a nice-to-have feature, but not a requirement.*

Q8   Knowledge Management: KM-8: Where are auto-prompts anticipated for users to be able to select an article?

A   *In the KM portal's search bar as the user types a KM request (E.g.: Google search auto-prompt and auto-fill).*

Q9   Knowledge Management: KM-9: What is meant by "specifically about Agents who worked on the articles they viewed?"

A   *KM articles (e.g., service manuals or systems procedures) that specific agents are experts at.*

Q10   Knowledge Management: KB-10: What is the trigger for this and who is the intended recipient of the KB articles?

A   *The end-user tries to enter a ticket and based on the ticket, a Chatbot is triggered and directs the end-user to a KM article for self-service.*

Q11   Integration: INT-3: What type of integration is intended with the existing Telephone Queue? Is this for screen-pop type functionality to bring up previous activity for the caller when answering the phone?

A   *If your solution has any integrations (like screen-pop type) with the current Mitel based telephone queue, please notate in your proposal.*

Q12   Integration: INT-4: If the proposed solution includes an on-platform chatbot, is there still a need to integrate with other 3rd party chat-bots and if so, what information/functionality would be exchanged in this use case?

A   *If the proposed solution includes an on-platform chatbot, no additional integration needed.*

Q13   Integration: INT-5: What database does this historical information exist within? From reading other parts of the RFP, are we to expect that the data in the legacy system is converted and imported into the new system?

A   *Historical ticket information is on Oracle Service Cloud database. Yes, migration is expected.*

Q14   Integration: INT-8: What is the purpose of this integration? Should we assume that customer contact data will be synchronized into the ITSM system from Salesforce as the source of truth.

A   *For Salesforce CRM workflows that may have an underlying need for ITSM capabilities. Right now, the source of truth for customer contact data is PeopleSoft HCM system, to be synchronized into ITSM. In the future, Salesforce CRM could be the source of truth and please notate possible Salesforce integrations in your*

proposal.

Q15   Integration: INT-9: What functionality is intended with the integration of MS Teams?

A   MS Teams Chat and Calendar.

Q16   Are there any specific maintenance and support needs after project completion?

A   Refer to Ongoing Maintenance and Support on Pg.17 of the RFP.

Q17   Are there any other timelines or milestones for this project?

A   Targeting Fall 2023 Go-Live.

Q18   Are there any existing solutions, systems or workflows that need to be integrated with the proposed solution?

A   Yes, refer to integrations on pg.68 of the RFP.

Q19   What Agile tools (e.g., Jira, Confluence, Slack, etc.) does the Company currently use to support Iterative development?

A   None. This could be discovered in the discovery phase of implementation.

Q20   Do you have any DevOps tools for migrating development?

A   None.

Q21   Do you use any tools for version controlling?

A   Microsoft SCCM, Sophos and Zoho Assist. t.

Q22   Are any released cycles and processes defined?

A   Yes, refer to OIT critical dates calendar on pg. 55. More details may be given later to shortlisted firms in the oral presentation phase of the proposal evaluation process.

Q23   Do you have change management processes and resources to support communication, training and adoption?

A   Yes, some resources are available. For systemic capabilities to track processes, refer pgs. 71-74 of the RFP document.

Q24   Do you have a dedicated Product Owner and Business Analysts identified to represent the various business stakeholders and their priorities?

A   Yes, 14 teams and stakeholders are identified.

Q25   The business stakeholder groups that will be involved in the project are - IT, Facilities, and HR. Are there any other teams? Roughly how many people are there in each stakeholder group and where are they located (on-site or remote)?

A   *No other teams. 14 teams, 1-3 stakeholders per team and all on-site.*

Q26   Can you share some insights into the data volume you currently have in your current ITSM solution? E.g., total # of tickets or cases in the current system, # of new tickets or cases opened per week or per month, total # of students, total # of assets, etc.

A   *Refer to pg. 25 of the RFP document.*

Q27   What SSO infrastructure and tools do you want currently to have?

A   *On-Prem Active Directory (AD) and Azure AD.*

Q28   How often would you be making updates to the ESM system after launch? Can you give a few examples of the more complicated updates as well as the most frequent that you would be making?

A   *Refer to the Ongoing Maintenance and Support language on Pg.17 of the RFP document.*

Q29   Who is the audience that would be submitting requests (i.e., employees, students)?

A   *Employees, Students and Faculty.*

Q30   How many non-admin licenses would you need to support end users submitting tickets?

A   *CCC requires 180 non-admin licenses; refer to pg. 19 of the RFP document.*

Q31   Are there any integration needs?

A   *Yes, refer to pg.68 of the RFP document for integration requirements.*

Q32   Do you need help with migrating data from your current ITSM system?

A   *Yes, refer to pg.68 of the RFP document for data migration requirements.*

Q32   What is your current ITIL/ITSM/ESM Maturity?

A   *No such maturity assessment has been made.*

Q33   Asset Tracking: Is the primary purpose to track assets or full-fledged ITAM (HAM & SAM) features?

A   *CCC's primary purpose is to track assets.*

Q34   Are you thinking of reimplementation or a new implementation with process improvements?

A   *CCC is requesting a new SaaS based solution.*

Q35   Do you use SysAid CMDB today? If so, to support what use cases?

A   *No.*

Q36   The vendor I represent was previously awarded a RFP with CCC. In the past we needed to utilize a reseller in order to finalize T&Cs. If we were to utilize a reseller in this RFP, can we use the subcontractor vehicle for the reseller?

A   *All Terms and Conditions submitted in your proposal will have to be approved by CCC's Office of the General Counsel.*

Q37   Is this the same project for the RFP that was released in October 2021?

A   *This RFP is different in its scope, standards, innovation and the integrated process flows.*

Q38   Can you please provide an estimated timeline for presentations, target board date approval and contract award dates?

A   *Final proposals are due February 28, 2023, local Chicago time; oral presentation dates and additional information will be forwarded to shortlisted candidates.*

Q39   Will presentations be required on site or virtual for this RFP?

A   *All oral presentations will be virtual; all information regarding dates and times will be forwarded to shortlisted proposers.*

Q40   City Colleges of Chicago (CCC) is currently undergoing their S3 initiative that includes a website redesign, chatbot and CRM. Can you please share if this project will be coordinated with your S3 initiative or if this effort is siloed?

A   *Confirming that this project is siloed.*

Q41   Approximately how many chatbot conversations does CCC anticipate utilizing on an annual basis? (We define conversations as one chat engagement from beginning to end)

A   *CCC is anticipating approximately 100K per year.*

Q42   On page 32 the RFP references multi-channel engagement for a chat-bot. Can you please specify the channels preferred by CCC for engagement?

A   *Chatbot integrating with single door portal, email and possibly with IVR call queue.*

Q43   Does CCC require endpoint management for this project?

A   *No.*

Q44   Are you a ServiceNow customer?

A   *No.*

Q45   The cost proposal sheet indicates On-site Training, is this required?

A   *Yes, Refer to Pg. 69 of the RFP for Training.*

Q46   Do you have a team of resources that admin, maintain, support, etc. 3rd-party tools (ex. Peoplesoft)?

A   *Yes.*

Q47   What is your current ITSM solution?

A   No specific solution. Several applications: Oracle Service Cloud, O365, WASP, OCS-NG, Excel and Access, are leveraged.

Q48   REQ# INT-1 through INT-9 lists various integrations, is this a complete list of all integrations that will be needed? Tableau is not listed but is referenced in the paragraph above.

A   Tableau, Salesforce, PeopleSoft, AD, AZURE, Taleo, O365 and additional integrations may be required.

Q49   Do you have a 3rd party chatbot application or do you require the proposed ITSM solution to have a chatbot included?

A   Proposed solution to have a chatbot either on-platform or add-on.

Q50   What application do students currently use to open non-IT related tickets?

A   The relevant ones to ITSM integration are Salesforce CRM and PeopleSoft workflows for non-IT. Additional may be required.

Q51   Can you provide any examples 'commercially available third-party knowledge databases' that you currently use or would be interested in integrating with?

A   Any knowledge articles related to 3ʳᵈ party tools (E.g.: Tableau) or industry standard procedures (E.g.: security).

Q52   Is there a desire to leverage any of the ServiceNow mobile applications? If so, what users will be using the mobile app?

   • *https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/data-sheet/ds-mobile-app.pdf*

A   If your solution has mobile access capability, please notate in your reply.

Q53   Regarding the integration with Mitel Call\Chat, can you confirm if you are using the cloud vs. a self-hosted version of it?

A   Current version of Mitel is self-hosted; Chat is part of Oracle Cloud. Looking at possible cloud hosted future overall solution.

Q54   Is there any requirement that the project be waterfall, agile (Scrum) or hybrid?

A   Agile (Scrum).

Q55   Do you have a project team available to assist with the efforts? Will it include a Project Manager, Process Consultant, Subject Matter Experts? Named Product Owner? And how many resources performing each role within the Client?

A   *14 teams and 1-3 stakeholders per team are identified.*

Q56   What is your current development/code release process and who performs the deployments?

A   *Currently, no development release process.*

Q57   If travel becomes required, how many trips can be expected and what is the duration of each trip? Which resources would be needed to travel?

A   *If you have the need, please notate in your proposal.*

Q58   Does Arabic, Polish, and Spanish user input need to be translated into English?

A   *Yes. If your solution has the capability, please notate in your proposal..*

Q59   For the support services, will non-English speaking be required to support the requests? Will users be submitting records like Incidents or Requests in a non-English language that will need to be supported in that language?

A   *Yes, refer to pg. 34 and pg.35 of the RFP document.*

Q60   There are scenarios where the word translation must be configured as a part of the setup and build, even if it is a supported language. Do you have someone that will assist in the translation to ensure quality?

A   *Yes, agents supporting the 3 foreign languages can assist with the initial configuration.*

Q61   How will the data from the Salesforce application be leveraged? What processes does the data tie into?

A   *In the future, customer contact data is to be leveraged from Salesforce. CRM workflows with an underlying ITSM request. Please notate possible Salesforce integrations in your reply.*

Q62   Can you define if an integration is unidirectional or bi-directional for the integrations mentioned below?

A   *Bi-directional to ensure data recency for users of both systems.*

Q63   Regarding the BI integration, what data or applications will be involved in the integration from BI?

A   *Tableau application and data of all ITSM areas in scope.*

Q64   I see mention of the Service Catalog, Self Service, and Request Fulfillment/Management throughout the scope. Does this effort include the building of Catalog Items? If so, roughly how many unique forms and unique workflows are in scope?

A   *No, Service Catalog is not needed. Refer to Pg. 33 of the RFP for Single Door Web portal and User Friendly Layout.*

Q65   Similar to the previous question, I see mention of Onboarding and Offboarding. Will an integration be required for data intake and having it sent back out? Can you provide any details on the Onboarding/Offboarding process that you would like to have in this application (how many forms are being filled out, how many tasks and approvals appear in the process? Is there a high number of unique workflows present in Onboarding/Offboarding?)

A   *Yes, integration required; refer to Pg. 38 in the RFP for Integrations. Onboarding and Offboarding are seen as composite workflows that automate the daisy chaining of several (say 7-10) simple ITSM workflows. This can be further discussed in discovery.*

Q66   Regarding Release Management, are there any goals to leverage Timecard Management or other Service Project Management applications with this as a part of this effort?

A   *Yes, refer to OIT critical dates calendar on pg. 55. More details can be given later.*

Q67   Can you provide any details about what the current ITSM system is that will have data migrated from it? What types of records are being migrated?

A   *No specific solution. Several applications: Oracle Service Cloud, O365, WASP, OCS-NG, Excel and Access, are leveraged.*

Q68   Regarding Knowledge Management, is your intention to load existing documents and articles from an existing source to build the Knowledge Bases out a part of this effort?

A   *Yes, to leverage ~200 existing KM articles and add as needed.*

Q69   Regarding Asset and CI, what are the sources of the data that will be leveraged?

A   *WASP inventory management, PeopleSoft FAM, OCS-NG, Excel, Access and Oracle Service Cloud.*

Q70   Will Asset or CI data be sent back out if there is an integration for that data?

A   *Yes to reconcile with other systems like Peoplesoft FAM.*

Q71   Regarding the mention of Discovery and collection, will this tool be leveraging its Discovery feature to capture information on some of the devices that will be loaded as a part of this? If so, please provide details on the below regarding what this tool would be leveraged for discovering?

     a.   How many locations are being target for Discovery with this tool?

     b.   What types of devices are at each location that will be target?

     c.   How many devices, by type, are at each location? (Please designate VM's as a type)

     d.   How many DMZs are in each locations' networks?

     e.   Will "off-network" devices need to be captured through Discovery? If so, roughly how many?

     f.   What is the expectation for scheduled scan frequency per location and type of device?

A   *Yes, discovery feature to be leveraged. 14 locations and 15,000 to 30,000 endpoints. This can be further discussed in the discovery phase of implementation, dependent on proposed solution capabilities.*

Q72   Do you want a Hardware or Software Product Catalog (Asset Products can have their own Self Service Catalog Item per model)? If so, how many individual forms, or products, do you want to build out as a part of this effort? Any details on the items regarding workflow or form complexity would be valuable.

     a.   What hardware classes do you want to target being configured as a part of this effort? (Ex: computers, servers, consumables)

     b.   Are you targeting to load in contracts related to the assets?

     c.   Do you want to manage your stock rooms and inventory?

     d.   Do you want to manage software entitlements and allocations?

     e.   Do you want to see what software is on each device?

A   *Refer to Asset Management section on pg.58 of the RFP document. This can be further discussed in the discovery phase of the implementation process, dependent on proposed solutions capabilities.*

Q73   What applications will be targeted for Mobile access? For each app, will the ITILuser, Fulfiller, or both need it available on their phone?

A   *If your solution has mobile access capability for one or both, please notate in your proposal.*

Q74   Regarding the requirements below, do you expect to achieve this through an integration or will the application provide the abilities identified below?

     a.   Inter-Agent and Inter-College Communication and Collaboration RFP #SN2201 ITSM System

A.   *Application to provide this collaboration capability.*

Q75   Is your expectation for the chat experience for people using Mitel that they will receive the same features this tool can provide internally, such as Natural Language Understanding, automated conversations, responses, and AI features?

A   *Scope of the chatbot is limited to ITSM areas with possible Integrations to IVR. If your solution has any possible integrations with Mitel IVR, please notate in your reply.*

Q76   Is an external chatbot service in use and required to integrate, or will SN Virtual Agent be configured?

A   *Currently there is no Chatbot in use. New Chatbot would be either an on-platform or an add-on (required to integrate).*

Q77   What system or systems are presently being used to store CMDB and asset data?

A   *WASP inventory management, PeopleSoft FAM, OCS-NG, Excel, Access and Oracle Service Cloud.*

Q78   Of the 140 IT staff, how many need guaranteed access and how many need occasional access to the system capable of dealing with tickets such as help desk, incidents, problems, changes, knowledge asset and so forth.

A   *All 140 IT staff need guaranteed access.*

Q79   How many servers (physical, Virtual VM's, cloud VM's), How many corporate laptops/desktops do you wish to cover?

A   *15,000 to 30,000 endpoints. This can be further discussed in the discovery phase of implementation, dependent on proposed solution capabilities.*

Q80   Do you have a primary monitoring system that acts as a manager of managers?

A   *None.*

Q81   What is the mix of server types, e.g., Linux, Unix, Windows?

A   *Linux and Windows.*

Q82   What is the difference between the 140 IT Staff and 180 read/write users in Section VIII-Fee Cost Proposal?

A   *140 IT Staff are guaranteed staff and the rest are contingent.*

Q83   Of the 180 users, how many users need guaranteed access to the system?

A   *Of the 180 users, 140 users need guaranteed access*

END OF ADDENDUM