CITY COLLEGES®
OF CHICAGO

February 16, 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   ITSM Process Efficiencies – Configuration Management & Page Number 26: is CCC looking to discover these CIs through ServiceNow? If yes, then it requires ITOM – Discovery License; please confirm.

A   *ITOM is out of the scope of this RFP.*

Q2   SECTION VIII – FEE/COST PROPOSAL & Page Number 19: Can CCC provide a further breakdown of 180 read/write users? For example:

    1.   Are these users going to work on tickets (Incident/Change Request / IMAC Catalog Request)?
    2.   Are these users just going to submit the tickets (Incident / Catalog REQ forms) from the Self-Service user Portal?

A   *All 180 users are going to work on the tickets. Only end-users are expected to self-serve and submit the tickets.*

Q3   Non-IT Tickets & Page Number 33: Is CCC looking for a new IVR system/solution or they want optimization of their current IVR system/solution? If it's optimization then please provide additional technical details/Architecture on your current IVR system/solutions.

A   *CCC is looking for potential integrations with current Mitel based IVR and not a new IVR. If your solution has any possible integrations with Mitel IVR, please notate in your proposal. Looking at possible cloud hosted future overall IVR solution.*

Q4   Does CCC have any specific compliance requirement on the Application we will use to configure this solution? (e.g., FEDRamp certified etc.)

A   None.

Q5   CX-15 – Page 35: 1) Are these the only 3 foreign languages where CCC needs translation or is there more foreign languages?

          2) Does CCC also requires automated outbound notification in these 3 languages or only needed on User Web Portal?

A   Yes only 3 foreign languages. If your solution supports outbound notifications in these 3 languages, please notate in your response.

Q6   Built-In integrations to Back-End & Page 36: what is the current chatbot system being used by CCC? Please share Architecture details of current chatbot system.

A   Currently there is no Chatbot.

Q7   Will CCC allow Guidehouse offshore team to work in this solution implementation? Only working in DEV instance for developing the solution and not working in PROD.

A   CCC is looking for onshore only even for DEV.

END OF ADDENDUM