

# ADDENDUM NO. 3

Date: June 12, 2017

for

## Service Desk Software and Services BID No. 353D

South Orange County Community College District

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General-All project documents including contract documents, drawings, and specifications, shall remain unchanged with the exception of those elements added, revised, deleted, or clarified by this addendum.

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### **3-1 Questions and Answers**

Q1: Is the website noted in the bid package? Or is it simply a navigation to socccd.edu for a search of the bid?

**A1: All bid documents and addenda are located at:**

**[http://www.socccd.edu/businessservices/bs\\_purchasing\\_bids.html](http://www.socccd.edu/businessservices/bs_purchasing_bids.html)**

**It can also be referenced on the web-site via Quick Links, then click on Bids.**

Q2: Does each unit: Irvine, Saddleback and District require their own client portal inclusive of their own logo, branding schema and business content?

**A2: This is the preferred solution. Help tickets must be able to be shared between the units.**

Q3: At page 6 in the RFP, it says, *“Each vendor and subcontractor, if any, must possess all appropriate and required licenses or other permits to perform the work as identified in the contract documents. Upon request, each vendor shall furnish the District with evidence demonstrating possession of required licenses and/or permits.”* Can you please give examples of what type of “license or permits” the vendor might be required to have or obtain?

**A3: Business License, Professional Licenses or Certifications, if any. Software Certification by the software vendor if appropriate.**

Q4: At page 3, it says, *“South Orange County Community College District (SOCCCD) is inviting submittals from qualified firms, partnerships, corporations, associations, or professional organizations to provide service desk software and services.”* Do these “and services” includes a service desk solution or are you strictly looking for Service desk software?

**A4: SOCCCD is looking for software and implementation services only.**

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Q5: At page 10, section 10.a1, it says "Interface with TFS". What does TFS stands for? Is it Team Foundation Server? If yes, then which version of TFS is current in-use? And what level of Integration is required with the ITSM tool set?

**A5: Currently TFS (Team Foundation Server) 2015 is used. TFS 2017 is being implemented.**

Q6: There are three forms at page 15, 16 and 17. Do any of these forms need to be executed on any legal paper? If yes, can you please explain which one and how?

**A6: No.**

Q7: At page 22, it mentions about providing proposed contract along with the proposal. Is it fine if we provide our sample MSA at this stage and provide our proposed contract at a later stage?

**A7: Yes, Please submit a proposed contract as requested.**

Q8: At page 5, it says, "*Number of Copies: Submit five (5) copies of the proposal. An electronic copy in MS-Word and PDF formats on a flash drive must also be provided*" and on contrary in appendix B at page 19, it says, "*An electronic version should be submitted via email to Jon Aasted [jaasted@socccd.edu](mailto:jaasted@socccd.edu) and to Henry Eimstad, Strata Information Group at [eimstad@sigcorp.com](mailto:eimstad@sigcorp.com)*" Based on these contrasting statements, can you please confirm the following questions?

Q8(a): Do we have to submit the Technical and the Pricing proposals separately?

**A8(a): They must be submitted together.**

Q8(b): If we must submit the proposals separately, do we submit the hard copy and CD for Technical proposal and separate hard copy and CD with an additional email version for the Pricing proposal?

**A8(b): The District requires 4 copies and one original in addition to an electronic copy submitted via flash drive with the proposal. An e-mail copy should also be submitted per the Bid instructions.**

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Q8(c): If we must submit the proposals separately, are there separate deadlines for Pricing proposal?

**A8(c): They must be submitted at the same time.**

Q8(d): There are two different deadlines mentioned at two different pages (page 9 and page 19). Addendum 1 has a change only for page 9. What is the deadline at page 19 for?

**A8(d):The deadline for all submissions is as noted in Addendum 1. June 15, 2017. Clarification was provided in Addendum No. 1.**

Q8(e): If we must submit the proposals jointly as one proposal, do we submit the hard copy and CD with an additional email version for the overall proposal?

**A8(e): Vendors must submit hard copies and flash drive copies as specified in the RFP. Also, vendors should submit email copies to Jon Aasted [jaasted@socccd.edu](mailto:jaasted@socccd.edu) and Henry Eimstad [eimstad@sigcorp.com](mailto:eimstad@sigcorp.com)**

Q8(f): Can we submit the proposal in email instead of the hardcopies?

**A8(f): No - Hard copies are required.**

Q9: At page 19, there is a mention of RFP 338D. Is this a typo error or do we have to consider any other RFP too?

**A9: This is a typo and should read RFP 353D.**

Q10: Our Subject Matter Experts (SMEs) across various teams are trying their best to provide best solution and quote for SOCCCD. In the interest of time, can we request to please extend extend the submission deadline by at least a week so that it helps our SME's to provide solutions specific responses for the large number of questions mentioned in the RFP?

**A10: The submission deadline will not be extended.**

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Q11: it states that "SOCCCD is rebidding to allow for the best possible outcome to the District. The rebid will allow for additional proposals to be evaluated." Could SOCCCD please clarify in what ways the initial submissions did not sufficiently meet the District's needs? (e.g. functionalities/features, project timeline, costs submitted at a later phase)

**A11: The District determined that it would be in our best interest to resolicit the proposal.**

Q12: What solutions have been evaluated so far?

**A12: Heat, ServiceNow and Cherwell have been demonstrated.**

Q13: How did SOCCCD determine the estimates for named and concurrent users? For concurrent users, what total-user-to-concurrent-user ration was used?

**A13: The license counts were based on department estimates. It is possible that they will not reflect the numbers to be acquired initially. Please provide licensing options and costs for various levels up to and including the estimates in the Bid.**

Q14: Page 20-Section 2 ends with "Please declare all assumptions that were made with respect to proposed pricing including information the basis for calculating prices:", could you please advise whether it was intended for there to be additional content after the colon?

**A14: There is no additional content. The colon should have been a period.**

Q15: What functionalities is SOCCCD looking to have in these integrations?

- TFS (e.g. turn service desk requests into tasks into tasks in TFS)
- Workday
- SharePoint
- Tableau

**A15: This will be determined as part of implementation.**

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Q16: Is SOCCCD also looking to procure an asset discovery tool (hardware/software) in this solicitation? If so, how many end-points is SOCCCD looking to manage? (2000? 3000?)

**A16: Not at this time. N/A.**

Q17: Does SOCCCD currently use SCCM? If so, how is it utilized?

**A17: No.**

Q18: In appendix/Initial Estimate of License Counts, various departments are listed. For departments such as Marketing or the Library, are these users that will be (A) making updates to tickets, completing tasks, etc. or (B) only those who will be submitting tickets? If (B), could SOCCCD please provide the number of technicians that will be going into the system to update, resolve, close tickets?

**A18: Final decisions on deployment and usage have not been made. Please use the estimated license counts provided.**

Q19: The facilities department is included both under Irvine Valley College and Saddleback College. Is SOCCCD looking for this tool to also serve as a work-order system?

**A19: Facilities at Saddleback is currently considering implementation and would likely use the system for work-orders. Irvine Valley College might implement at a later date.**

Q20: Is SOCCCD looking to have three unique systems (Irvine, Saddleback, and the District) with different self-service portals, forms, processes, etc. or is the District looking to standardize them in this project?

**A20: The District desires to have 3 client portals with individual branding and content. Tickets must be shared between the units.**

Q21: While SOCCCD has noted in their RFP the number of Named users and Concurrent users per Unit, may we have the total number of analyst/technician users for the locations (those who would need access to

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work tickets)? Please also include anyone who would be administrators of the toolset.

**A21: Please see the answer to Q13 above. The information being requested is still be determined.**

Q22: For client management, what is the number of managed assets per location?

**A22: This will be determined at a later time. Please provide options and levels if this will affect product pricing.**

Q23: Is the RFP for just the ITSM platform, and the services around that platform, or for a fully outsourced service desk?

**A23: It is for the functions specified and not outsourced services.**

Q24: When providing platform access to the supported user base for self-help, how many end-users will need to have this access (how many non-IT faculty/students)?

**A24: This will be determined at a later time. Please provide options and levels if this will affect product pricing.**