**Request for Proposals PS16-0052F**

##### **IT Service Management Solution (ITSM) Implementation**

##### **Response and Work Breakdown Form**

**ENTER RESPONDENT NAME HERE**

Complete the Response and Work Breakdown Form and provide an exact copy in MS Word format and include it in the PDF of your complete submittal (see RFP Submittal Checklist).

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**Disclaimer**

The purpose of this form is to streamline Submittal format and provide additional guidance to Respondents. In the event of any conflict or ambiguity between the RFP and this form, the RFP prevails.

# Executive Summary

Include:

1. Introduction and overview of your submittal/proposal.
2. A brief history and description of your firm, including organizational structure, areas/regions served, and number of employees, number of years in business under current or previous names, etc.
3. Background information of the parent company, if any.
4. Presence, if any, in Puget Sound region.
5. Documentation of corporate status and business licenses.
6. Name and address of firm, telephone number, email address, website address, and contact person, with title, for this solicitation.
7. Name, title, and contact information of the person authorized to execute a contract on behalf of the Respondent.
8. Name, title, and contact information of the person who will be managing this Contract on behalf of the Respondent.
9. Identify which of the additional optional efforts, if any, are included in the Submittal.
10. Identify the name and title of your proposed project manager, technical lead and functional lead for this project.
11. Identify subcontractors, if any, that will be utilized by your firm for this scope of work.

* Contents of this section begin here and are not to exceed five (5) pages.

# Qualifications / Experience of Firm

## Relevant Client List

Describe experience successfully implementing an IT Service Management (ITSM) solution by listing implementations that reflect experience and expertise in work of a similar nature and magnitude to that requested in this RFP, and at organizations similar in size and services to those provided by Tacoma Public Utilities (TPU). These clients may be used as references during the vendor selection process. Minimum requirement: three (3) references. **Note:** Preference is to list government and/or utility-based clients as references.

* Please complete the client listing below. Add or remove rows to the table as appropriate. A minimum of three entries is requested.

|  |  |
| --- | --- |
| **Relevant Client List** | |
| **1. Client name** |  |
| Location |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Customer base |  |
| Services provided (those services provided by Respondent) |  |
| Implementation dates (project start date and go-live date) |  |
| Other products implemented |  |
| Prime Contractor (if other than Respondent) |  |
| Description of hardware and operating systems involved |  |
| Brief description of the engagement |  |
|  |  |

|  |  |
| --- | --- |
| **2. Client name** |  |
| Location |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Customer base |  |
| Services provided (those services provided by Respondent) |  |
| Implementation dates (project start date and go-live date) |  |
| Other products implemented |  |
| Prime Contractor (if other than Respondent) |  |
| Description of hardware and operating systems involved |  |
| Brief description of the engagement |  |
|  |  |

|  |  |
| --- | --- |
| **3. Client name** |  |
| Location |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Customer base |  |
| Services provided (those services provided by Respondent) |  |
| Implementation dates (project start date and go-live date) |  |
| SAP version number |  |
| ITSM Solution Persuasion version number |  |
| Other products implemented |  |
| Prime Contractor (if other than Respondent) |  |
| Description of hardware and operating systems involved |  |
| Brief description of the engagement |  |
|  |  |

|  |  |
| --- | --- |
| **4. Client name (Optional)** |  |
| Location |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Customer base |  |
| Services provided (those services provided by Respondent) |  |
| Implementation dates (project start date and go-live date) |  |
| Other products implemented |  |
| Prime Contractor (if other than Respondent) |  |
| Description of hardware and operating systems involved |  |
| Brief description of the engagement |  |
|  |  |

## Firm Stability / Implementation Experience

Provide information sufficient to evaluate that Respondent is a well-established business, is financially stable, has fully trained and capable staff, and is in a position to dedicate adequate focus and resources on this project.

* Please complete the table below. Respond to each statement or answer each question in the space provided to the right of the item.

|  |  |
| --- | --- |
| **Qualifications / Experience of Firm** | |
| Demonstrate that your firm is a well-established professional organization offering the implementation / integration of an ITSM system and other related 3rd party software. |  |
| Demonstrate that your firm is a financially healthy institution capable of conducting business during the entire proposed solution implementation period and the associated post go-live support period as measured by financial statements, D&B report, etc. Attach financial records, D&B reports, etc. |  |
| Describe your firm’s experience and knowledge of the U.S. utility industry and its related services, products, and programs. |  |
| Describe your firm’s experience being primarily responsible for the successful implementation of ITSM Solution within various client engagements. The proposed product has been implemented at a minimum of three utilities with a customer base near that of TPU in the last five years.  Include details demonstrating you’ve implemented the proposed product on a Microsoft platform. |  |
| Demonstrate that your firm maintains and staffs a North American based office. |  |
| Demonstrate that your firm is not involved in any litigation that may potentially impact your ability to support this implementation project and post go-live support. Disclose all existing and pending litigation, including whether your firm has, for legal reasons, been removed from a contract or failed to complete a contract as assigned. |  |
| Disclose any affiliations or alliances that are in place with utility companies, software organizations, or other related firms. |  |
| List any current or known forth-coming business ventures or related transactions such as proposed company sales, buy-outs, acquisitions, new investors, etc., that may impact a long-term business partner relationship. |  |

# Qualifications of KEY PROJECT TEAM MEMBERS

Present a project organization chart outlining the reporting structure and primary responsibilities of each position associated with this scope of work. Identify all personnel required to successfully complete proposed project activities.

Note: TPU will not allow discretionary changes in key project personnel subsequent to award of contract without written consent. Additionally, TPU reserves the right to approve any and all personnel changes or to request personnel changes as TPU deems appropriate during the course of the project.

* Insert your organization chart and information here.
* Provide resumes of Key Project Team Members who WILL be assigned to this project. This includes the Project Manager, Technical Lead, and Functional Lead. If using third-party contractors, identify those relationships and associated roles. Also, include resumes of all other key personnel.
* Please respond in the table below with references specific to the COMMITTED and NAMED Key Project Team Members. Submit resumes for these stated individuals, as well.

|  |  |
| --- | --- |
| **Project Manager** | *Insert Project Manager Name Here* |
| **Experience and Client References** | |
| **1. Client name** |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Services and customer base |  |
| Role filled by this person |  |
| Person’s start date on the project |  |
| Person’s final date on the project |  |
| Implementation dates (project start date and go-live date) |  |
| SAP version number |  |
| ITSM Solution version number |  |
| Name of person who supervised this person |  |
| Brief description of the engagement |  |
|  |  |

|  |  |
| --- | --- |
| **2. Client name** |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Services and customer base |  |
| Role filled by this person |  |
| Person’s start date on the project |  |
| Person’s final date on the project |  |
| Implementation dates (project start date and go-live date) |  |
| SAP version number |  |
| ITSM Solution version number |  |
| Name of person who supervised this person |  |
| Brief description of the engagement |  |
|  |  |
| **3. Client name** |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Services and customer base |  |
| Role filled by this person |  |
| Person’s start date on the project |  |
| Person’s final date on the project |  |
| Implementation dates (project start date and go-live date) |  |
| SAP version number |  |
| ITSM Solution version number |  |
| Name of person who supervised this person |  |
| Brief description of the engagement |  |
|  |  |
| Other Clients (add as many rows as needed) |  |
|  |  |

|  |  |
| --- | --- |
| **Technical Lead** | *Insert Technical Lead Name Here* |
| **Experience and Client Reference** |  |
| **1. Client name** |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Services and customer base |  |
| Role filled by this person |  |
| Person’s start date on the project |  |
| Person’s final date on the project |  |
| Implementation dates (project start date and go-live date) |  |
| SAP version number |  |
| ITSM Solution version number |  |
| Name of person who supervised this person |  |
| Brief description of the engagement |  |
|  |  |
| **2. Client name** |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Services and customer base |  |
| Role filled by this person |  |
| Person’s start date on the project |  |
| Person’s final date on the project |  |
| Implementation dates (project start date and go-live date) |  |
| SAP version number |  |
| ITSM Solution version number |  |
| Name of person who supervised this person |  |
| Brief description of the engagement |  |
|  |  |

|  |  |
| --- | --- |
| **3. Client name** |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Services and customer base |  |
| Role filled by this person |  |
| Person’s start date on the project |  |
| Person’s final date on the project |  |
| Implementation dates (project start date and go-live date) |  |
| SAP version number |  |
| ITSM Solution version number |  |
| Name of person who supervised this person |  |
| Brief description of the engagement |  |
|  |  |
| Other Clients (add as many rows as needed) |  |
|  |  |

|  |  |
| --- | --- |
| **Functional Lead** | *Insert Functional or Business Lead Name Here* |
| **Experience and Client Reference** |  |
| **1. Client name** |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Services and customer base |  |
| Role filled by this person |  |
| Person’s start date on the project |  |
| Person’s final date on the project |  |
| Implementation dates (project start date and go-live date) |  |
| ITSM Solution version number |  |
| Name of person who supervised this person |  |
| Brief description of the engagement |  |
|  |  |
| **2. Client name** |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Services and customer base |  |
| Role filled by this person |  |
| Person’s start date on the project |  |
| Person’s final date on the project |  |
| Implementation dates (project start date and go-live date) |  |
| ITSM Solution version number |  |
| Name of person who supervised this person |  |
| Brief description of the engagement |  |
|  |  |

|  |  |
| --- | --- |
| **3. Client name** |  |
| Contact name |  |
| Contact title |  |
| Contact telephone number |  |
| Contact email address |  |
| Services and customer base |  |
| Role filled by this person |  |
| Person’s start date on the project |  |
| Person’s final date on the project |  |
| Implementation dates (project start date and go-live date) |  |
| ITSM Solution version number |  |
| Name of person who supervised this person |  |
| Brief description of the engagement |  |
|  |  |
| Other Clients (add as many rows as needed) |  |

# Proposed Implementation Methodology and Approach

**Note:** Describe how the Minimum Objective, as stated in RFP Section 1.01 Project Overview and Purpose A.1, will be achieved.

“Minimum Objective: Implementation of a modern, scalable and cost-effective IT Service Management (ITSM) solution to replace its current ticketing system, *Spiceworks*, and a strategic partner to support its long term goals of exceptional customer service and Information Technology partner-of-choice for all of TPU operating and service divisions.”

## Project Timeline

Present an implementation plan addressing the major components to migrate to ITSM Solution at TPU. Include an implementation schedule delineating all activities, tasks, and responsibilities of the Contractor, as well as TPU’s Core Project Team and TPU’s Subject Matter Experts. This schedule shall contain three major components:

1. A timeline indicating from what points in the project, and for how long, specific TPU staffing resources should be dedicated to the project as well as from your firm;
2. Using Gantt charts (or similar graphic depiction) to illustrate phases, activities, tasks, comments, milestones, decision points, training plans and deliverables, the sequence of events from the point of contract award through Final System Acceptance for the implementation activities; and
3. Delineate the deliverables for each of the designated milestones.

* Please address the proposed project timeline, as indicated above, in standard paragraphs and diagrams as needed. Also include a detailed project timeline in Microsoft Project or Microsoft Excel, referencing the Response and Work Breakdown form item number in any attachments.

Respond here:

## Project Approach and Methodology

Include a comprehensive description of your implementation strategy, including the description of the use of subcontractors and independent contractors if applicable.

TPU will provide management, technical, and business resources to be involved in the project effort based on the Contractor’s project management approach and associated activities. Address how you will utilize TPU personnel and ensure comprehensive knowledge transfer. In the sections below, indicate the necessary TPU skill/position levels for each FTE.

### Project Management Approach

Describe your approach to managing this project including the identification of clearly defined project management process, tasks and deliverables. The proposed approach must provide for insight into the Respondent’s capability to manage the project, respond to day-to-day problems, manage issues, provide regular status reports, coordinate and supervise staff, manage project resources, project documentation, and configuration control. In addition, describe process controls to be put in place to ensure the work required throughout this project is performed in a timely and accurate manner.

* Please respond in the table below.

|  |  |
| --- | --- |
| **Project Management** | **Response/Comments** |
| Respondent Staffing (# of hours) |  |
| TPU Staffing ( # of hours) needed |  |
| **Deliverables** | **Response/Comments** |
| Weekly written project status. |  |
| Formal status reports as required by TPU’s Project Manager or designee. |  |
| Development and maintenance of a comprehensive implementation plan complete with a timeline of all activities, deliverables and resources required for successful product implementation. Please include information and proposed plans. |  |
| Other (add as many rows as needed) |  |
| **Processes** | **Response/Comments** |
| Describe the project management methodology that will be utilized. |  |
| Discuss project coordination activities and the responsible parties. |  |
| Discuss the approach and controls which will be in place for project time and budget management. |  |
| Explain the change order management process. |  |
| Define quality management and how it will be applied in this project. |  |
| Discuss risk management approach and controls. |  |
| Discuss financial and budget management approach. |  |
| Discuss testing management, tools and metrics. |  |
| Discuss document management approach. |  |
| Other (add as many rows as needed) |  |

### Product and Environment Installation and Configuration

Product and Environment installation and configuration services are required to manage and/or provide oversight for implementation of the technology infrastructure necessary to operate the new ITSM Solution solution. This may also include the implementation of the database, design and configuration of the application environments, implementation and/or certification of the baseline ITSM Solution solution and customization and upgrades to the baseline application.

Contractor shall facilitate the set up and configuration of users’ roles and system security.

Contractor shall be responsible for training TPU’s implementation team in all aspects of the base product, and ensuring correct set-up and configuration of the base product to accommodate TPU’s specific environment and business requirements.

Supply a price listing, timetable, and suggested audience for continued training in order to achieve the necessary level of product proficiency for successful operation of the ITSM solution.

* Please respond in the table below.

|  |  |
| --- | --- |
| **Product and Environmental Installation/Validation and Configuration** | **Response/Comments** |
| Respondent Staffing (# of hours) |  |
| TPU Staffing (skill set and # of hours) |  |
| **Deliverables** | **Response/Comments** |
| Certification of the product on the development and production environments. |  |
| Configuration training plan for the core team and TPU support and technical staff. Include price list, timetable and suggested training audience. |  |
| Product documentation detailing choices and flexibility in system configuration. |  |
| Other (add as many rows as needed) |  |
| **Processes** | **Response/Comments** |
| Install/validate the base software and prepare it for operation and access by the project team. Please describe how this will be achieved. |  |
| Train TPU core team and TPU support staff in the base product. Please describe how this will be achieved. |  |
| Ensure correct set-up and configuration of the base product to accommodate TPU’s specific environment. Please describe how this will be achieved. |  |
| Pursue continued training of TPU core team in order to achieve a level of product proficiency. Please describe how this will be achieved. |  |
| Environment configuration tasks. Please describe how this will be achieved. |  |
| Discuss the methodology and controls for a software staging area including applicable patches. Please describe how this will be achieved. |  |
| Other (add as many rows as needed) |  |

### Product Engineering and Design

Please describe staffing and approach for the identification, development of systems specifications, interfaces, complete testing of the product, and documentation for the delivery of TPU’s minimum objective and any optional features.

In addition, please provide the details of ITSM solution application modules, as well as all other third party software required to support the proposed solution. Note: The hardware, infrastructure, application licenses, third-party software, and the technical platform licenses will be procured separately from the implementation services.

* Please respond in the table below.

|  |  |
| --- | --- |
| **Product Engineering** | **Response/Comments** |
| Respondent Staffing (# of hours) |  |
| TPU Staffing (skill set and # of hours) |  |
| **Deliverables** | **Response/Comments** |
| Identification, finalization, and documentation of TPU required modifications, if required. |  |
| Development of system specifications. |  |
| Configuration, system integration and other product functional support. |  |
| Full life cycle testing of the product. |  |
| Describe ITSM Solution Application Modules. |  |
| Describe third party software solutions, if any. |  |
| Other (add as many rows as needed) |  |
| **Processes** | **Response/Comments** |
| Describe process for designing, configuring, coding and testing. |  |
| Other (add as many rows as needed) |  |

### Product Reporting

Please describe staffing and approach for developing, testing, and documenting reports.

* Please respond in the table below.

|  |  |
| --- | --- |
| **Product Reporting** | **Response/Comments** |
| Respondent Staffing (# of hours) |  |
| TPU Staffing (skill set and # of hours) |  |
| **Deliverables** | **Response/Comments** |
| Describe report design and development effort. |  |
| Design specification |  |
| Other (add as many rows as needed) |  |
| **Processes** | **Response/Comments** |
| Discuss the training of TPU IT team in order to modify, enhance, and develop new reports. |  |
| Provide the process to be used to modify and enhance the standard product report offerings. |  |
| Discuss any third party or non-standard products required to manage and maintain reports. |  |
| Other (add as many rows as needed) |  |

### Product Interfaces and Integration

Please describe staffing and approach for interface/integration design, construction and unit testing, including responsibility for developing and coordinating the integration test plan, scripts, and the integrated testing of these interfaces with any internal or external interface.

* Please respond in the table below.

|  |  |
| --- | --- |
| **Interfaces and Integrations** | **Response/Comments** |
| Respondent staffing (# of hours) |  |
| TPU Staffing (skill set and # of hours) |  |
| **Deliverables** | **Response/Comments** |
| Describe design specifications addressing product modifications required for interfaces, as necessary. |  |
| Other (add as many rows as needed) |  |
| **Processes** | **Response/Comments** |
| Discuss the process to be used to assess necessary interfaces/integrations. |  |
| Describe the approach to creating necessary interfaces/integrations. |  |
| Discuss your process for unit and system testing. |  |
| Describe how security on all external interfaces will be handled. |  |
| Other (add as many rows as needed) |  |

### Product Documentation

Please describe staffing and approach for providing, in cooperation from the product vendor, system and user documentation. Contractor shall modify the documentation as required to reflect TPU’s customizations. All documentation will be maintained at TPU and be the property of TPU.

* Please respond in the table below.

|  |  |
| --- | --- |
| **Product Documentation** | **Response/Comments** |
| Respondent Staffing (# of hours) |  |
| TPU Staffing (skill set and # of hours) |  |
| **Deliverables** | **Response/Comments** |
| Provide at least one copy of systems documentation for applications software, as well as system administration documentation and training manuals. |  |
| Modify the documentation as required to reflect TPU customizations. |  |
| Electronic copies in Windows standard format are required. Online documentation is acceptable. |  |
| Other (add as many rows as needed) |  |
| **Processes** | **Response/Comments** |
| Other (add as many rows as needed) |  |

### Product Training

Contractor shall be responsible for providing detailed training to the core team and TPU support staff for training all TPU’s primary, secondary and casual users.

### Training And Knowledge Transfer Approach

Describe your approach and method for training developers, testers, system administrators, operational support personnel and end-users of the system prior to, during and post implementation of the system. The training plan must address the approach for determining training needs, developing a training strategy, and the method and schedule to deliver the appropriate level of training at the right time. Describe in detail Respondent’s on-going knowledge transfer approach.

* Please respond in the table below.

|  |  |
| --- | --- |
| **Product Training** | **Response/Comments** |
| Respondent Staffing (# of hours) |  |
| TPU Staffing (skill set and # of hours) |  |
| **Deliverables** | **Response/Comments** |
| Provide a listing of up front training required of the Core Team. |  |
| Provide a plan for comprehensive knowledge transfer for key power users and technical staff in order to maintain the system in the future to include system patching and other maintenance. |  |
| Provide a training plan identifying the minimum number of training hours that will be provided as a part of the base package. Plan should include price listing, timetable and suggested audience. |  |
| The plan will identify the actual training staff, hours, and materials. Describe the assumed skill levels of each group, training room requirements and the functional responsibilities covered in each session. |  |
| Describe how an online (self-help) training program, if available, for ongoing training requirements would be utilized. |  |
| Other (add as many rows as needed) |  |
| **Processes** | **Response/Comments** |
| Describe the key elements of knowledge transfer approach. |  |
| Identify the timeline for knowledge transfer, training curriculum and other factors that ensure knowledge transfer has occurred. |  |
| Describe the process or tools that will be used to facilitate knowledge transfer. |  |
| Describe how the knowledge transfer documentation will be updated/maintained. Indicate how much of this documentation would be leveraged from existing documentation. |  |
| Describe the “train the trainer” approach that will be used to instruct the TPU training team in how to provide training to TPU end users. |  |
| Other (add as many rows as needed) |  |

### Product Testing

Please describe your approach to testing services, which focuses on planning, executing and approving the tests to be conducted which includes the following activities:

1. Test Planning. A series of system tests will be conducted to ensure that the new solution has been successfully configured and enhanced. This activity deals with the development of the various test plans that govern the testing and acceptance process, and will guide the overall approach, unit test conditions, unit test data, and anticipated unit test results. The test plan will govern all aspects of the testing process.
2. Test Execution. Perform testing with, TPU business units and IT resources. Once the enhancements, interfaces, and reports have been unit tested, delivered, and preliminarily accepted by TPU, they will be placed into an integration test environment. The integration test ensures that the new solution works with the enhancements that have been made to the system. In addition, the integration test will confirm that the system has been accurately configured. This is a lengthy process that requires robust regression testing. Further, performance and volume tests are conducted to ensure that batch and on-line service levels are being met by the system. In some instances a parallel test of some nature will be conducted.

* Please respond in the table below.

|  |  |
| --- | --- |
| **Product Testing** | **Response/Comments** |
| Respondent Staffing (# of hours) |  |
| TPU Staffing (skill set and # of hours) |  |
| **Deliverables** | **Response/Comments** |
| Provide test plan outlining the testing approach, methods, tools, data, participants, and other items required for successful product testing. |  |
| Other (add as many rows as needed) |  |
| **Processes** | **Response/Comments** |
| Describe plan to conduct a comprehensive systems test utilizing TPU’s environment and its data. |  |
| Discuss verification and validation of the Contractor’s test plan and test scripts by TPU. |  |
| Discuss how TPU testing team will be trained to test and the purpose and approach for each testing phase. |  |
| Describe approach for the management of (tracking and resolving) issues/bugs in the software. |  |
| Describe a typical test team (size, skill set, etc.) and environment based on experience with similar projects. |  |
| Other (add as many rows as needed) |  |

### Go Live Readiness and Product Roll-Out

The Contractor shall provide a readiness evaluation based on pre-determined, approved criteria. TPU will review the final results of testing to accept readiness of the system and approve production cutover. At least two (2) successful full-cycle parallel runs will be required prior go live. The Contractor, along with TPU, will stage all aspects of the system, develop a schedule, and conduct all Production Cutover activities.

* Please respond in the table below.

|  |  |
| --- | --- |
| **Product Roll-Out (Go Live)** | **Response/Comments** |
| Respondent Staffing (# of hours) |  |
| TPU Staffing (skill set and # of hours) |  |
| **Deliverables** | **Response/Comments** |
| Provide sample product and test plans showing results and metrics for each test cycle. |  |
| Provide validation and reconciliation reports, metrics plan. |  |
| Provide a detailed deployment plan including a pre cutover, cut over and post go live activities checklist. |  |
| Other (add as many rows as needed) |  |
| **Processes** | **Response/Comments** |
| Describe the process for final review of testing and parallel runs to accept readiness of the system and approve Production Cutover. |  |
| Describe any other manual activities anticipated at Go Live. |  |
| Describe the approach to defining and managing the rollout of project capability, to planning and facilitating workforce training, production turnover and to providing system support. |  |
| Other (add as many rows as needed) |  |

### Post Implementation Support

The Contractor shall provide immediate production critical support to TPU for a minimum of 90 business days after go live. The key members of the Contractor’s implementation team who were in lead positions during the implementation of the solutions will provide this post go live support on site for at least the first 30 business days.

Describe your post-implementation and ongoing support plan, including:

* Help desk support
* Configuration Management
* Development support
* Infrastructure support
* System/Database support
* Please respond in the table below.

|  |  |
| --- | --- |
| **Post Installation Support** | **Response/Comments** |
| Respondent staffing (# of hours) |  |
| TPU Staffing (skill set and # of hours) |  |
| **Deliverables** | **Response/Comments** |
| Provide an action plan and associated timeline to address post implementation issues. |  |
| Other (add as many rows as needed) |  |
| **Processes** | **Response/Comments** |
| Describe the titles of each key person who will participate in post go-live support on-site at TPU and the number of hours that they will plan to be on-site. |  |
| Describe the titles of each key person who will participate in post go-live support off-site and the number of hours that they will be devoted to the support of TPU’s ITSM solution following go-live. |  |
| Other (add as many rows as needed) |  |

### Final System Acceptance

Describe final system acceptance and stabilization plan.

* Please respond in the table below.

|  |  |
| --- | --- |
| **Deliverables** | **Response/Comments** |
| Provide final system acceptance and stabilization plan. |  |
| Other (add as many rows as needed) |  |
| **Processes** | **Response/Comments** |
| Other (add as many rows as needed) |  |

## Statement of Work

Include a Statement of Work (SOW) specifically for the implementation of ITSM at TPU. SOW should include, but not be limited to, the tasks, responsibilities and timeframes discussed in Item 4.2.

* Please provide a detailed Statement of Work.

# BUSINESS, Technical AND ITIL FRAMEWORK Requirements

This following section will be used to determine the vendor's solution on whether it can meet COT’s technical, business and ITIL framework requirements. It is imperative the questions are answered in accordance with the guidelines provided below. Vendors' responses shall be verified during the proof-of-concept activities. It is also assumed that the vendor will provide full proof of the capabilities declared in this questionnaire upon inquiry and/or demonstration. Failure by a vendor to provide honest responses will be grounds for disqualification from the RFP process.

**Mandatory Requirements**. Mandatory requirements are considered essential to the ITSM solution. A response is required for each and scored accordingly. Vendors can choose from five options to indicate their compliance with each requirement by responding with one of the following answers:

* **Functionality not provided (Enter value = NF):** Not included in the proposed IT service desk tool.
* **Partial functionality provided with customization (Enter value = PF – CUSTOM**): The vendor can provide the functionality in a limited way, but an additional product, customization or work-around is required.
* **Partial functionality provided out of the box (Enter value = PF):** The vendor provides the functionality in a limited way from its own code base. No additional product, customization or work-around can provide the full functionality. The Vendor shall provide a brief explanation why it only partially meets the requirement in the Comments column. If the Vendor references an attachment in the Vendor Doc Ref column, a specific section or page number must be referenced or indicated.
* **Full functionality provided through customization (Enter value = FF-CUSTOM):** The vendor can provide the functionality, but an additional product, customization or work-around is required. . The Vendor shall provide a brief description how it meets the requirement through custom work in the Comments column. If the Vendor references an attachment in the Vendor Doc Ref column, a specific section or page number must be referenced or indicated.
* **Full functionality out of the box (Enter as FF**): The vendor provides the functionality from its own code base. No additional product, customization or work-around is required.

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.1.1.0 | Solution must provide ABC. | FF | {No response required for full functionality} |

**Desirable Requirements**: Desirable requirements are advantageous to COT but not essential to implementing the ITSM solution. These requirements are considered in the overall evaluation but not formally scored. These requirements will be at the end of each section and identified as **(D).**

Example:

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.1.1.00 | **(D)** Solution provides XYZ. | PF-CUSTOM | Can be partially achieved using vendor developers |

Note: Vendors are cautioned not to indicate functionality as "included in standard offering" when, in fact, that particular function is in development. If this is the case, then vendors should note this fact in the comments column and indicate the expected date such features will be made available. By responding in the affirmative to a capability item, the vendor agrees to support such capability in its product.

## BUSINESS REQUIREMENTS

The following requirements are the general business or functional capabilities of the solution:

### CORE GENERAL REQUIREMENTS

The following requirements are the core business or functional capabilities of the ITSM solution.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.1.1.1 | Generates unique Identifiers (ID #s) for every service request, incident, problem, change and release records. |  |  |
| 5.1.1.2 | Uses natively standard ITIL terms and definitions, i.e., incidents rather than 'tickets'. |  |  |
| 5.1.1.3 | Ability to assign tickets based on user-definitions (categories). For example, urgency, priority, etc. |  |  |
| 5.1.1.4 | Built-in access and permission-based roles and assignments for individuals and groups and ability to create custom groups with different roles and permissions. |  |  |
| 5.1.1.5 | Date/time stamping of all transactions. |  |  |
| 5.1.1.6 | Ability to monitor and track activities using integrated workflow. |  |  |
| 5.1.1.7 | Render dynamic content based on user selection. |  |  |
| 5.1.1.8 | Ability to create sub-tickets, tasks and parent/child relationships from original request or incident. |  |  |
| 5.1.1.9 | Ability to open, modify and close records based on pre-established conditions or system flags. |  |  |
| 5.1.1.10 | Support designating prescribed fields as ‘mandatory’. |  |  |
| 5.1.1.11 | Ability for tasks to be assigned and managed sequentially or in parallel. |  |  |
| 5.1.1.12 | Ability to configure alerts for certain threshold activities. |  |  |
| 5.1.1.13 | Ability to configure alerts for specified threshold activities. |  |  |
| 5.1.1.14 | Ability to have separation of internal (technician) vs. external (customer) notes with ability to control who can view certain notes (internal vs. external). |  |  |
| 5.1.1.15 | Automatic routing of approvals/rejections based on predefined business rules and roles |  |  |
| 5.1.1.16 | Ability to change display fields and headers (branding) |  |  |
| 5.1.1.17 | Solution is Americans with Disabilities Act (ADA)compliant |  |  |

### WORKFLOW REQUIREMENTS

The following are requirements for workflow functionality within the ITSM solution.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.1.2.1 | Ability to support automatic assignment of a record by user-defined conditions or settings. For example, Categorization/Type, Status, Severity, SLA and/or Priority, Date and Time (Calendar Routing), Agent/Analyst Skills. |  |  |
| 5.1.2.2 | Ability to support automated escalation capabilities. |  |  |
| 5.1.2.3 | Ability to support parent/child inheritance between like records for priority, severity and escalation, and any other desired field attributes |  |  |
| 5.1.2.3 | Ability to support technical, functional and organizational escalations. |  |  |
| 5.1.2.4 | Ability to create, edit and display workflows graphically that does not require development to create. |  |  |
| 5.1.2.5 | Ability for tasks to be assigned and managed either sequentially or in parallel. |  |  |
| 5.1.2.6 | Ability to configure alerts for SLA threshold activities. |  |  |
| 5.1.2.7 | Ability to automate routing of approvals/rejections based on predefined business rules and roles |  |  |
| 5.1.2.8 | The workflow feature has error handling capability, i.e. provides notification of any errors and feedback when it occurs. |  |  |
| 5.1.2.9 | Ability to support automatic assignment of a record by user pre-defined conditions or settings. For example, Categorization/Type, Status, Severity, SLA and/or Priority, Date and Time (Calendar Routing), Agent/Analyst Skills |  |  |
|  |  |  |  |

### CUSTOMER SURVEY REQUIREMENTS

The following requirements for an integrated customer survey feature.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.1.3.1 | Built-in customer survey function that is configurable based on type of ticket (request vs,. Incident) |  |  |
| 5.1.3.2 | Ability to compose a survey/questionnaire that scores various aspects of the service provided by the service desk and service areas |  |  |
| 5.1.3.3 | Automated e-mail/link to customer satisfaction survey to a customer requesting feedback on support |  |  |
| 5.1.3.4 | Ability to generate metrics received from a survey activity |  |  |

### ADD-INS/PLUG-INS

The following requirements for an Add-ins and Plug-Ins.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.1.4.1 | Ability to receive alerts/messages for auto-generating tickets |  |  |
| 5.1.4.2 | Auto-discovery capability for data auto-populating and updating the CMDB |  |  |
| 5.1.4.3 | Automatically create ticket and update a ticket through an email submission using a template |  |  |
| 5.1.4.4 | E-mail communication (two way) recorded within the record. |  |  |
| 5.1.4.5 | Compatible with Smartphone operating systems; iOS and Android. |  |  |
| 5.1.4.6 | Compatible with Tablet Operating Systems; Windows 8.1 and higher, iOS and Android. |  |  |
| 5.1.4.7 | Ability to federate with another ITSM Tool using an API or web services. |  |  |
| 5.1.4.8 | **(D)** Interactive Voice Response (IVR) integration for self-service ticket creation. |  |  |
| 5.1.4.9 | **(D)** Computer Telephony Interface (CTI) integration for screen pop-ups |  |  |
| 5.1.4.10 | **(D)** Chat (one-to-one with Service Desk) including a chat queue. |  |  |

### SELF-SERVICE FEATURES

The following requirements associated with self-service and a customer portal.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.1.5.1 | Ability to support security controls over submission and approvals. |  |  |
| 5.1.5.2 | Ability to support security controls over modification of records. |  |  |
| 5.1.5.3 | Dashboard function: ability to view, sort, send notes to all tickets by customer. |  |  |
| 5.1.5.4 | Ability to assign roles-based access rights and privileges |  |  |
| 5.1.5.5 | Supports web-based encryption and SSL |  |  |
| 5.1.5.6 | Ability to capture audit trails of access and changes made to the interface |  |  |
| 5.1.5.7 | Ability to restrict viewing of certain data fields based on login role. |  |  |
| 5.1.5.8 | Ability to configure account expiration information and session timeouts after a predetermined amount of inactivity. |  |  |
| 5.1.5.9 | Ability to support native single sign-on (SSO) via Active Directory (NT Authentication). |  |  |
| 5.1.5.10 | Ability to audit logs and report on user account activity, rights and privileges |  |  |
| 5.1.5.11 | Ability to support the generation of self-service reporting and trending information |  |  |
| 5.1.5.12 | Ability to report on usage by end user, location department, section etc. |  |  |
| 5.1.5.13 | Bulletin boards or intranet interface for end-users |  |  |
| 5.1.5.14 | Role-based access to customer portal (Administrator, vs end user, etc.) |  |  |
| 5.1.5.15 | Web-based interface is brand-able and configurable by defined attributes. |  |  |
| 5.1.5.16 | Web-based interface has ability to broadcast announcements (e.g., whiteboard). |  |  |
| 5.1.5.17 | **(D)** Provides users the ability to create and publish personalized views (w/in tool) |  |  |

### REPORTING AND PRINTING FEATURES

The following requirements are for reporting and printing functionality.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.1.6.1 | Ability to easily construct queries and reports from any combination of database fields; support for real-time queries at different levels (parent, child, case, subcase) . |  |  |
| 5.1.6.2 | Ability to provide real-time reporting via graphical and configurable dashboards. |  |  |
| 5.1.6.3 | Ability to produce scheduled reports automatically based on a defined schedule and e-mail to predetermined recipients. |  |  |
| 5.1.6.4 | Ability to "drill down" on any displayed and selected field, in detailed or summary-level reports. |  |  |
| 5.1.6.5 | Canned Reports: Ability to select from a list of predefined reports to run in real-time against current or archived databases |  |  |
| 5.1.6.7 | Ability to create ad hoc reports. |  |  |
| 5.1.6.8 | Ability to modify vendor-included predefined reports. |  |  |
| 5.1.6.9 | Ability to export report information into flat file, spreadsheet and/or database formats. |  |  |
| 5.1.6.10 | **(D)** Ability to integrate with external reporting tools such as SQL Reporting Services or Crystal Reports. |  |  |
| 5.1.6.11 | **(D)** Ability to print natively to Portable Document Format (PDF). |  |  |
| 5.1.6.12 | **(D)** Automatic recording and reporting of the ongoing costs of Request Fulfillment, such as by department, by location, against particular cost centers |  |  |

### GENERAL SUPPORT

The following requirements are related how the vendor provides support to the ITSM solution.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.1.7.1 | Various levels of support available based on an agreed-upon service support plan. |  |  |
| 5.1.7.2 | The product is well-documented on vendor website and readily available. |  |  |
| 5.1.7.3 | Consulting and support expertise is available within the required geography (presence in U.S.) and time zone of regular business hours (M-F, 8-pm PT) |  |  |
| 5.1.7.4 | Vendor provide various levels of training venues such as in-person, webinar, online self-paced training, etc. |  |  |
| 5.1.7.5 | The vendor offers various levels of training based on the roles (e.g., expert user, tool administrator, casual user) |  |  |
| 5.1.7.7 | Product provides native and integrated help functionality, i.e., doesn’t require internet to access. |  |  |
| 5.1.7.8 | **(D)** Vendor hosts user communities, blogs, etc., for open discussion and support |  |  |

### IT INFRASTRUCTURE LIBRARY

The following requirements are related the ITIL Framework.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.1.8.1 | Out-Of-The-Box (OOTB) ITIL-based workflow and form templates readily available. |  |  |
| 5.1.8.2 | Functional Escalation - Allow responsibility for fulfilling or approving a request for escalation to other fulfilment process or approval performer based on pre-established and/or manually overridden condition (such as service level target, operational level target, business priority, support tier). |  |  |
| 5.1.8.3 | Hierarchic Escalation - Allow accountability for fulfilling or approving a Service Request (SR) record priority to be escalated to a manager or other SLA-defined role over the responsible performer based on pre-established and manually overridden conditions (manager notification, supplier notification, business notification). |  |  |
| 5.1.8.4 | **(D)** Configurable Priority Model derived from Urgency and Impact definition and assessment |  |  |

## CRITICAL INFRASTRUCTURE PROTECTION (CIP)

Tacoma Public Utilities will manage IT assets identified as Critical Infrastructure Protection (CIP) assets within the ITSM solution. Therefore, the solution offered must comply with specific North American Electric Reliability Corporation (NERC) [standards](http://www.nerc.com/pa/CI/Comp/Pages/default.aspx) as set forth by [Federal Energy Regulatory Commission](http://www.ferc.gov/) (FERC). The requirements are as identified as follows.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.2.1 | Ability to assign a unique Cyber Asset (device) name. |  |  |
| 5.2.2 | Ability to group Cyber Assets into defined systems. |  |  |
| 5.2.3 | Ability to segregate access by defined system to prevent access of system configuration data by unauthorized personnel |  |  |
| 5.2.4 | Ability to assign defined Equipment Type to Cyber Asset (device). |  |  |
| 5.2.5 | Ability to assign defined Manufacturer to Cyber Asset (device). |  |  |
| 5.2.6 | Ability to assign Model Number to Cyber Asset (device). |  |  |
| 5.2.7 | Ability to assign Serial Number to Cyber Asset (device). |  |  |
| 5.2.8 | Ability to assign Organization defined Unique equipment identifier. |  |  |
| 5.2.9 | Ability to assign to document free text Description of the device. |  |  |
| 5.2.10 | Ability to assign to document specific Operating System. |  |  |
| 5.2.11 | Ability to document Operating System version/release number. |  |  |
| 5.2.12 | Ability to maintain a list of installed applications. |  |  |
| 5.2.14 | Ability to maintain a list of version numbers for each installed application and version. |  |  |
| 5.2.15 | Ability to associate a justification or description for each authorized logical port or range of ports |  |  |
| 5.2.16 | Ability to associate an approval date for each authorized port or range of ports |  |  |
| 5.2.17 | Ability to maintain a list of installed security patches for the installed operating system |  |  |
| 5.2.18 | Ability to maintain a list of installed security patches for each installed application identified in the list of installed applications |  |  |
| 5.2.19 | Network Connection: Network connection type by connection. Must support multiple entries related to connections. |  |  |
| 5.2.20 | Ability to maintain a list of defined network segments that will be designated as "Electronic Security Perimeters" (ESP) |  |  |
| 5.2.21 | Ability to assign a Cyber Asset (device) into membership of one or more ESP |  |  |
| 5.2.22 | Ability to document remote access methods and the specific factors used in multi-factor authentication. |  |  |
| 5.2.23 | Ability to document the method or system used to monitor security logs for each device. |  |  |
| 5.2.24 | Ability to document an assessment of newly identified security patches. |  |  |
| 5.2.25 | Ability to document a system, O/S or application that is not supported and has no available source for security patches. |  |  |
| 5.2.26 | Ability to track multiple locations by unique name within a facility that represent a secure area (Physical Security Perimeter or PSP). |  |  |
| 5.2.27 | Ability to track facilities that contain Cyber Assets. |  |  |
| 5.2.28 | For each Cyber Asset (device) have the ability to track the secure area (named PSP) where the device is located. |  |  |
| 5.2.29 | Ability to document if a Cyber Asset (device) is a host for virtual machines. |  |  |
| 5.2.30 | Ability to document the hypervisor or virtual machine host when the system is a host for virtual machines. |  |  |
| 5.2.31 | Ability to associate multiple virtual devices with one host device and each virtual device can be tracked with all the attributes available to a physical device. |  |  |
| 5.2.32 | Ability to track testing of media used for backup of Cyber Assets. |  |  |
| 5.2.33 | Ability to track specific backup and recovery plans for each Cyber Asset or group of Cyber Assets. |  |  |
| 5.2.34 | Ability to track vulnerability assessment performed against each Cyber Asset. |  |  |
| 5.2.35 | Ability to track cyber security incidents including dates and actions performed in response to the incident. |  |  |
| 5.2.36 | Ability to identify each device that was involved in an incident. |  |  |
| 5.2.37 | Ability to store device logs for devices involved in an incident. |  |  |
| 5.2.38 | Ability to maintain a standard list of tests to be performed for changes to Cyber Assets. |  |  |
| 5.2.39 | **(D)** Ability to track firmware versions. |  |  |
| 5.2.40 | **(D)** Ability to identify installed application as commercial, open source or custom |  |  |
| 5.2.41 | **(D)** Ability to maintain a list of authorized logical network ports |  |  |
| 5.2.42 | **(D)** Ability to designate logical ports by single port or range of ports |  |  |
| 5.2.43 | **(D)** Ability to associate an authorized logical port or range of ports with a service or daemon |  |  |
| 5.2.44 | **(D)** Ability to maintain a list of electronic access control methods |  |  |
| 5.2.45 | **(D)** Ability to associate a Cyber Asset (device) with one or more access control methods |  |  |
| 5.2.46 | **(D)** Ability to document the authentication mechanism used by any of the defined access control methods |  |  |
| 5.2.47 | **(D)** Ability to maintain a list of Electronic Access Points (EAP) for each firewall where an EAP is a firewall interface connecting two networks. |  |  |
| 5.2.48 | **(D)** Ability to link the endpoints of an EAP interface to a defined ESP (Electronic Security Perimeter) |  |  |
| 5.2.49 | **(D)** Ability to designate which endpoint on an EAP interface is "Incoming" and which endpoint of the interface is "Outgoing". |  |  |
| 5.2.50 | **(D)** Ability to maintain an approved Access Control List (ACL) for each EAP where each item has direction (incoming/outgoing), source ports or range and destination ports or range. |  |  |
| 5.2.51 | **(D)** Ability to associate a justification or description for each authorized EAP ACL port or range of ports. |  |  |
| 5.2.52 | **(D)** Ability to associate an approval date for each authorized EAP ACL port or range of ports. |  |  |
| 5.2.53 | **(D)** Ability to document methods used for multi-factor authentication for external remote access and the specific factors employed. |  |  |
| 5.2.54 | **(D)** Ability to document method of protection used to prevent/deter unauthorized use of physical ports: Configuration, Port Locks or signage. |  |  |
| 5.2.55 | **(D)** Ability to document the specific system logs employed in the monitoring of the logs. |  |  |
| 5.2.56 | **(D)** Ability to document to logging collection point or system where security logs are retained. |  |  |
| 5.2.57 | **(D)** Ability to document the system issuing alarms or alerts in response to anomalies detecting by the identified monitoring method. |  |  |
| 5.2.58 | **(D)** Ability to maintain a list of security patch notification locations (patch source) for each system vendor, O/S and application deployed. |  |  |
| 5.2.59 | **(D)** Ability to associate patch sources with devices based on system vendor, O/S or applications installed. |  |  |
| 5.2.60 | **(D)** Ability to document a regularly scheduled review of each identified patch source to identify newly issued security patches. |  |  |
| 5.2.61 | **(D)** Ability to create an implementation plan for identified security patches. |  |  |
| 5.2.62 | **(D)** Ability to track the security patch implementation plan to completion. |  |  |
| 5.2.63 | **(D)** Ability to assign an impact or risk level rating at the facility level. |  |  |
| 5.2.64 | **(D)** Ability to associate the impact or risk level rating assigned to the facility to Cyber Assets located at the facility |  |  |
| 5.2.65 | **(D)** Ability to override the impact or risk rating for a device |  |  |
| 5.2.66 | **(D)** Ability to document the reason the impact or risk rating was overridden |  |  |
| 5.2.67 | **(D)** Ability to document the methods and tools used for malware prevention for each Cyber Asset. |  |  |
| 5.2.68 | **(D)** Ability to document the methods and tools used for malware prevention at the system level (for each system or BES Cyber System) (Cyber Asset grouping) |  |  |
| 5.2.69 | **(D)** Ability to document media used for backup of Cyber Assets. |  |  |
| 5.2.70 | **(D)** Ability to document whether the vulnerability assessment was an active or paper based assessment. |  |  |
| 5.2.71 | **(D)** Ability to track tests performed and results for each vulnerability assessment. |  |  |
| 5.2.72 | **(D)** Ability to retain source documentation used in the vulnerability assessment for each device assessed. |  |  |
| 5.2.73 | **(D)** Ability to document the test environment associated with each production system and the differences between the test environment and the associated production systems. |  |  |
| 5.2.74 | **(D)** Ability to track erasure or destruction of media for devices that have been removed from service. |  |  |
| 5.2.75 | **(D)** Ability to track electronic storage locations for protected information (file shares, document management systems, applications). |  |  |
| 5.2.76 | **(D)** Ability to track physical storage locations for protected information. |  |  |
| 5.2.77 | **(D)** Ability to track personnel with access to both electronic and physical storage locations. |  |  |
| 5.2.78 | **(D)** Ability during the change process to evaluate the standard list of tests to determine those that may be affected by the specific change. |  |  |
| 5.2.79 | **(D)** Ability in the change workflow to only those tests where the evaluation indicated the item under test may be affected. |  |  |
| 5.2.80 | **(D)** Ability to identify whether a change to a device is a "baseline change" where baseline is any of: firmware, Operating System, Applications, Security patches or a change to logical network ports. |  |  |
| 5.2.81 | **(D)** Ability to automatically bypass security testing requirements in the change management workflow if the change is not a baseline change. |  |  |
| 5.2.82 | **(D)** Ability to track approval for each change that is a baseline change. |  |  |
| 5.2.83 | **(D)** Ability to alter change management workflow based on the impact or risk rating of the device being changed or added. |  |  |

## TECHNICAL REQUIREMENTS

The following requirements are the technical requirement specific to configuring an On-Premises (On-Prem) solution:

### ARCHITECTURE

The following requirements are the core business or functional capabilities of the ITSM solution.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.3.1.1 | Solution must be an On-Premise, i.e., locally hosted on TPU servers. |  |  |
| 5.3.1.2 | Ability to support all modern day browsers (Chrome, Firefox and Internet Explorer versions 9-11) without browser modification or add-ons (native). |  |  |
| 5.3.1.3 | Solution has capability to backup, restore, provide high-availability and disaster recovery. |  |  |
| 5.3.1.4 | Solution can scale to support a minimum of 1,500 end user portal accounts and 100 technician accounts. |  |  |
| 5.3.1.5 | Ability to support Unicode and multiple language support. |  |  |
| 5.3.1.6 | Ability to support integration with mobile devices (Android and iOS). |  |  |
| 5.3.1.7 | Ability to archive, backup, data retention and purge to a set of business rules. |  |  |
| 5.3.1.8 | Ability to verify data integrity. |  |  |
| 5.3.1.9 | Ability to configure and maintain staging, testing and production environment |  |  |
| 5.3.1.10 | Offers integration via a contact user gateway to LDA, CSV/XML and SQL databases |  |  |
| 5.3.1.11 | Auditing - tool provides audit trail of all records for: a) ID of individual recording the update b) Date and time of the action c) Type of action. |  |  |
| 5.3.1.12 | Provides an administrative reporting and audit trail. |  |  |
| 5.3.1.13 | Solution can be customized. |  |  |
| 5.3.1.14 | provides upgrade process with respect to configurations and customizations |  |  |
| 5.3.1.15 | Ability to administer the tool's archiving capability. |  |  |
| 5.3.1.16 | Possesses notification and escalation features (e.g., email, paging) |  |  |
| 5.3.1.17 | Ability to backup and recover the system. |  |  |
| 5.3.1.18 | Ability to back up the product in the background while operating, i.e., doesn’t require kicking off users. |  |  |
| 5.3.1.19 | Overall performance is not impacted by the amount of data returned. |  |  |
| 5.3.1.20 | Supports operating systems for clients: Apple OSx, Windows 7, 8 and 10. |  |  |
| 5.3.1.21 | Supports operating systems for system users: Windows 7, 8 and 10. |  |  |
| 5.3.1.22 | Supports virtual desktop environment for the ITSM user and clients. |  |  |
| 5.3.1.23 | An entity relationship diagram is available. |  |  |
| 5.3.1.24 | A data dictionary and schema is available. |  |  |
| 5.3.1.25 | Database is extendable (custom tables). |  |  |
| 5.3.1.26 | Database runs on a 64-bit Database Management System (DBMS). |  |  |
| 5.3.1.27 | Ability to archive databases. |  |  |
| 5.3.1.28 | Ability to search and query on archived records. |  |  |
| 5.3.1.29 | Ability to maintain relationships between child records, attachments, audit logs, when archived (no orphan records). |  |  |
| 5.3.1.30 | Ability to restore archived records to the active database. |  |  |
| 5.3.1.31 | Ability to mask displayed data; i.e., social security and credit card numbers. |  |  |
| 5.3.1.32 | Compatible with latest version of Microsoft® Active Directory. |  |  |
| 5.3.1.33 | Security events are logged and tracked (e.g., audit trail). |  |  |
| 5.3.1.34 | Support an architecture for separate production, development, and test environments (DEV, TEST, QA and PROD) |  |  |
| 5.3.1.35 | Ability for the system to cache. the application should cache at the system level and/or the browser level |  |  |
| 5.3.1.36 | should have segmentation capabilities for multiple and segregated lines of business |  |  |
| 5.3.1.37 | The following calendar format is required to be supported: (dd/mm/yyyy). |  |  |
| 5.3.1.38 | **(D)** Ability to run in a virtual server environment. |  |  |
| 5.3.1.39 | **(D)** product should leverage platform security (e.g., WS Security, J2EE Security, SAML, Shiboleth) |  |  |
| 5.3.1.40 | **(D)** supports High Availability (HA) and/or load balancing configurations |  |  |
| 5.3.1.41 | **(D)** Ability to support clients and remote ITSM users from small sites with low bandwidth. |  |  |
| 5.3.1.42 | **(D)** Supports integration to other third party event and alert monitoring tools. |  |  |
| 5.3.1.43 | **(D)** Can interface with Open API (OAI). |  |  |
| 5.3.1.44 | **(D)** Ability to directly connect to another ticketing solution |  |  |
| 5.3.1.45 | **(D)** Integration with the Call Management System (CMS) Unify - Openscape Contact Center and Genesis IVR using API or web services to auto-generate tickets |  |  |
| 5.3.1.46 | **(D)** Use field level encryption methodology |  |  |
| 5.3.1.47 | **(D)** Provides methods of responding to workflow requests (e.g., ability to accept or reject by email/mobile). |  |  |
| 5.3.1.48 | **(D)** Backup process does not impact performance. |  |  |

### SCALABILITY AND SUPPORT

The following requirements are the scalability and support requirements for the ITSM solution.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.3.2.1 | Ability to configure multiple Self-Service Portals based on service provider (Facilities, HR, etc.). |  |  |
| 5.3.2.2 | Solution provides OOTB process workflow templates based on ITIL version 2011 that can be configured, rather than creating them from scratch |  |  |
| 5.3.2.3 | a roadmap exists detailing an upgrade path |  |  |

### SYSTEM REQUIREMENTS

The following are the server system requirements for installation of the ITSM solution.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.3.3.1 | Must be installed and reside on a MS Server 2008 Operating System or newer version. |  |  |
| 5.3.3.2 | Provide managed internal database or external integration with Microsoft SQL |  |  |

### SECURITY

The following are the security requirements for the ITSM solution.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.3.4.1 | Authentication/Login – Tool must have ability to enable native AD (via LDAP) credentials and Single-Sign On (SSO) capability |  |  |
| 5.3.4.2 | Ability to support access and security controls over submission and approvals |  |  |
| 5.3.4.3 | Ability to support security controls over modification of records |  |  |
| 5.3.4.4 | Ability to assign roles-based access rights and privileges |  |  |
| 5.3.4.5 | Ability to support encryption and TLS/SSL for data in transit. |  |  |
| 5.3.4.6 | Ability to support encryption of data-at-rest. |  |  |
| 5.3.4.7 | Ability to capture audit trails of access and changes made to the application. |  |  |
| 5.3.4.8 | Ability to restrict record access by user and Administrator role. |  |  |
| 5.3.4.9 | Ability to restrict viewing of certain data fields based on login role. |  |  |
| 5.3.4.10 | Ability to configure account expiration information and session timeouts after a predetermined amount of inactivity. |  |  |
| 5.3.4.11 | Ability for Administrators to audit logs and report on user account activity, rights and privileges. |  |  |

### DATA MANAGEMENT

The following are the data management requirements for the ITSM solution.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
| 5.3.5.1 | Support for a multi-tenant, multi-instance environment. (CIP vs business data). |  |  |

## INCIDENT MANAGEMENT

The following requirements pertain to the ITIL framework Incident Management process.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
|  | Ability to list/track customer contact information. |  |  |
|  | Ability to record incident information automatically and manually. |  |  |
|  | Ability to categorize and classify incidents (by Service Desk). |  |  |
|  | Functional description, free text input. |  |  |
|  | Customers able to view status anytime. |  |  |
|  | History log tracking per incident. |  |  |
|  | Assign initial incident priority via pre-establish conditions, manually override of these conditions. |  |  |
|  | Clearly defined Incident vs. Request separation (two different types of tickets) within one workspace |  |  |
|  | Ability for some datasets to be only set by defined roles. |  |  |
|  | Ability to track fields for closure and reasons for closure. |  |  |
|  | All history of actions maintained per record. |  |  |
|  | Configurable Incident workflow. |  |  |
|  | Ability to provide configurable incident process and categorization templates Out-Of-The-Box (OOTB). |  |  |
|  | Ability to provide OOTB standard required incident record data fields. |  |  |
|  | Ability to support hierarchical escalation, either manually or via business rules, upon incident status change, priority change and/or service-level clock expiration. |  |  |
|  | Ability of the tool to facilitate the automatic prioritization, assignment and escalation of incidents based on the record categorization with the ability to override |  |  |
|  | Ability to prevent closure of an incident before all assignments have been resolved and mandatory fields are completed. |  |  |
|  | Ability to support bidirectional communication of incident information to and from the end user via email. |  |  |
|  | Ability to support highly flexible routing of incidents based on available resources located across multiple sites and other factors, such as time of day, tiered service values, etc. |  |  |
|  | Ability to differentiate between an incident and a service request. |  |  |
|  | Ability to link one or more incident(s) to a problem, and to link all related incidents to the problem, with corresponding notifications. |  |  |
|  | Ability to select and create "quick incidents" from a list of predefined templates with prepopulated content, such as categorization, text, etc. |  |  |
|  | Ability to open a Request for Change (RFC) against an incident, and automatic population of the RFC. |  |  |
|  | Ability to manage and link incident records to multiple Service Level Agreements (SLAs) and tiers of service based on IT customer groups or associated lines of business |  |  |
|  | Ability to assist the service technician in determining the existence of any duplicate, currently open incident or problem tickets |  |  |
|  | Ability to search knowledge base for solutions/work-arounds, and to push knowledge base articles that match error categorization. |  |  |
|  | Ability to automatically escalate and/or reassign and notify one or more groups when a status change has not been started or completed on time. |  |  |
|  | Ability to denote particular customers or groups of customers as "VIP" status, indicating a higher level of service. |  |  |
|  | Ability to create subtasks within incident records. |  |  |
|  | Ability to integrate with event and alert monitoring tools, and allow for automatic creation, update and closure of tickets from these tools. |  |  |
|  | Ability to link incidents to a Configuration Item (CI), group of CIs and a service. |  |  |
|  | Ability to integrate with chat tools, remote-control tools and phone systems. |  |  |
|  | Ability to put incident tickets "on hold," by status definition, with time excluded from the SLA/operating-level agreement (OLA) |  |  |
|  | Ability to allow for multiple types of alerts (via text and e-mail), including deadline alerts, excessive reassignment alerts and inactivity alerts |  |  |
|  | Ability to track the total amount of time the incident was worked on and how long it was open. |  |  |
|  | Ability to search problems and known errors and to push / use workaround information in the incident ticket, and / or to find related problems in order to link the incident to them |  |  |
|  | Ability to segregate CIP Incident records from other incidents; different workflows, restricted views and access, etc. (this could also apply for separation of security, HR, etc.) |  |  |
|  | Ability to identify and name multiple contacts within an incident record |  |  |
|  | Configurable status codes. |  |  |
|  | Ability to identify major incidents, and have different workflows, notifications, assignments, alerts, etc. than non-major incidents |  |  |
|  | Ability to reference vendors and vendor incident reference numbers |  |  |
|  | Ability to identify linked RFC’s as causal |  |  |
|  | Time-based auto-closure of incidents based on configurable elapsed time from resolved. |  |  |
|  | **(D)** The ability to track outage times separately from incident open and close times |  |  |
|  | **(D)** Ability to identify time record opened and time incident occurs as distinct events |  |  |
|  | **(D)** Priority Servicing (VIP) - order in which incidents are handled to ensure that they are dealt with in true business priority order. |  |  |
|  | **(D)** Rapid linking incidents to other incidents natively. |  |  |
|  | **(D)** Instant ability to convert resolved incident into a Knowledge Base (KB) record (drag and drop). |  |  |
|  | **(D)** Ability to track fields for resolution and resolution codes. |  |  |

## PROBLEM MANAGEMENT

The following requirements pertain to the ITIL framework Problem Management process.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
|  | Functional description, free text input. |  |  |
|  | Ability for some datasets to be only set by certain roles. |  |  |
|  | Problem model allow recording of underlying incidents and set workarounds. |  |  |
|  | Problem resolution – known error allow creating of record in other areas (CI, incident, knowledge base article, change and service reports). |  |  |
|  | Contains fields for closure and reasons for closure. |  |  |
|  | Contains fields for resolution. |  |  |
|  | Contains time-based notifications and escalations |  |  |
|  | Ability to provide OOTB standard required problem record data fields |  |  |
|  | Ability to prevent closure of a problem before all assignments have been resolved |  |  |
|  | Ability to automatically update status or close all related incidents to a problem upon updating of status or closure of the problem |  |  |
|  | Ability to link problem records with incident and change records |  |  |
|  | Ability to provide for documenting and managing knowledge artifacts pertaining to problem and error control (e.g., data entry point for knowledge management databases, posting of FAQs) |  |  |
|  | Ability to view impacted CIs from within a problem record, and to view upstream and downstream affected CIs and IT services through a visual depiction |  |  |
|  | Ability to track the total amount of time the problem was worked on and how long it was open |  |  |
|  | Ability to link problems/known error records to a CI, group of CIs and a service |  |  |
|  | Ability to facilitate the creation, modification and closure of problem records |  |  |
|  | Ability to assign impact and urgency codes to problem records |  |  |
|  | Ability to record a Problem Owner (or Manager) and multiple Subject Matter Experts as individual participants |  |  |
|  | Configurable Priority Model derived from Urgency and Impact definition and assessment. |  |  |
|  | Ability to distinguish Problems from Known Errors as either a separate record that can be linked or as a distinct status of the problem. |  |  |
|  | Ability to populate workarounds and temporary solutions to related incidents, from the problem record / known error. |  |  |
|  | Ability to automatically update the Impact of a Problem as more incidents are linked to the problem. |  |  |
|  | Ability to identify linked RFC’s as causal. |  |  |
|  | **(D)** Instant ability to convert resolved problem into a Knowledge Base (KB) record (drag and drop). |  |  |
|  | **(D)** Built-in search online features. |  |  |
|  | **(D)** Ability to quickly and easily (on-the-fly) create a problem record from an incident record. |  |  |
|  | **(D)** Instant ability to create knowledge base (KB) record (drag and drop) from a resolved problem |  |  |
|  | **(D)** Ability to automate opening of a problem record from an incident record based on business rules and SLAs. |  |  |

## REQUEST FULFILLMENT

The following requirements pertain to the ITIL framework Request Fulfillment process.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
|  | Ability to categorize and classify service request by service areas. |  |  |
|  | Facilitate creation of business rules and workflows for specific requests or groups of requests to automate the processes, tasks, notifications, etc. |  |  |
|  | Ability to provide functional description, through free text input. |  |  |
|  | Linked to Change Management process (Requests for Change - RFC), i.e., ability to create an RFC from the RF workflow. |  |  |
|  | Assign initial request priority via pre-establish conditions, manually override of these conditions. |  |  |
|  | Clear linkage between service catalog and service request process. |  |  |
|  | Clearly defined Request vs. Incident separation (two different types of tickets). |  |  |
|  | Selectable and customizable fields for closure and reasons for closure. |  |  |
|  | Process for cancelled, deferred (on hold) or waiting on customer feedback requests. |  |  |
|  | Track time/effort for all technician(s) per request. |  |  |
|  | Ability to set rules for re-opening requests. |  |  |
|  | Ability to create custom request workflows based on specific service-business criteria. |  |  |
|  | Financial authority approval enforcement functionality. |  |  |
|  | Ability to identify and name multiple contacts within a request |  |  |
|  | Ability to track fields for completion and completion codes |  |  |
|  | Ability to integrate with CMDB/Asset to support the association of Request records to CI / Asset records. |  |  |
|  | Ability to allow users to submit multiple service requests in one submission (shopping cart feature). |  |  |
|  | Ability to incorporate a robust search engine to facilitate the requestor's ability to quickly find services / requests / information they desire. |  |  |
|  | **(D)** Service Charges - Control process for billing or cross-charging for the request being fulfilled. |  |  |
|  | **(D)** Ability to create a customized "My Request" view based on role (ITSM user, customer). |  |  |
|  | **(D)** Automatically populate service request components that can be requested based on agreed-upon service offerings and business agreements (e.g., once a business unit agreement is activated for a workplace service request offering that includes a certain model of smartphone as an option for a subset of users, the certain model of smartphone appears in the system for users that are entitled to that option in that particular business unit) |  |  |
|  | **(D)** Ability to publish different levels of the same service (e.g., bronze, silver, gold levels) including all differentiating attributes |  |  |
|  | **(D)** Ability to configure at what point in the workflow a service request can no longer be cancelled. |  |  |
|  | **(D)** Ability to track internal and external service performance relative to workflow activities. |  |  |

## SERVICE CATALOG FULFILLMENT

The following requirements pertain to an ITIL-based Service Catalog.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
|  | Service titles and descriptions listed specific business functions based on usage or subscription, textual format. |  |  |
|  | Catalog mapping – linkage between portfolio, all services and transactional services. |  |  |
|  | Ability to view w/links and dependencies to other services. |  |  |
|  | Customers and technicians can access, easily view and select catalog items for ordering. |  |  |
|  | Ability to list commonly ordered services at top for easy selection. |  |  |
|  | Catalog is integrated into other process areas (Request, incident, configuration, release and change). |  |  |
|  | Supports the Service lifecycle stages. For example: Requirements, Definition, Analysis, Approval, Charter, Design, Development, Build, Test, Release, Operational/live, Retiring and retired. |  |  |
|  | Comes with pre-packaged service catalog content and configurable templates. |  |  |
|  | Ability to assign cost to each service and list in service catalog |  |  |
|  | Solution enables the creation and publication of all service offerings, including those (a) services under development/consideration, but not released (service pipeline); (b) in production/operation; and (c) retired/discontinued offerings. |  |  |
|  | Ability to list separate catalogs of difference service providers in same interface (such as Facilities, HR, etc.). |  |  |
|  | **(D)** Provides viewable distinction between technicians and customers (different audiences). |  |  |
|  | **(D)** Ability for customer to create a “My Service Catalog” view, customized for their typical orders, display . |  |  |
|  | **(D)** Integration with vendor procurement processes. |  |  |
|  | **(D)** Integration or federation with financial transaction systems when purchasing services (shopping cart w/POS). |  |  |
|  | **(D)** Supports the creation and publication of service components that may include both professional services (e.g., database management and incident management) and technical services (e.g., a business application service). |  |  |
|  | **(D)** Links to Service Level Management (SLM) (SLAs and OLAs) for managing service level targets. |  |  |

## CHANGE MANAGEMENT

The following requirements pertain to the ITIL framework Change Management process.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
|  | Ability to call out separate types of changes (examples: Standard, emergency, etc.). |  |  |
|  | Approval authority and hierarchy. |  |  |
|  | Service Request and Change Request are clearly defined and separate records/tickets (two types of request tickets). |  |  |
|  | Ability to assess prioritization, criticality, impact to organization and prioritize workflow accordingly. |  |  |
|  | Ability to publish a Calendar of Changes (Change Calendar). |  |  |
|  | Calendar of Changes is viewable by customers through permissions. |  |  |
|  | Publish service outage notifications based on changes. |  |  |
|  | Change reviews promoted when ready for review and annotated accordingly when complete. |  |  |
|  | Send notifications(s) when a change is approved, completed and closed. |  |  |
|  | Facilitates communicating change information via email, text and/or other mediums. |  |  |
|  | Ability to provide configurable change process and categorization OOTB templates. |  |  |
|  | Provide Out-Of-The-Box (OOTB) change record data fields. |  |  |
|  | Ability to document back-out procedures, installation and turnover documents within the RFC. |  |  |
|  | Ability to prevent closure of a change before tasks are completed. |  |  |
|  | Ability to relate post-implementation incidents and problems resulting from an implemented change. |  |  |
|  | Ability to create sub-activities or task records for a specific change record, for separate assignment to an individual or group. |  |  |
|  | Ability to calculate an objective risk assessment considering business impact, affected application/business services criticality, collision, historical change information, and compliance with maintenance windows and black-out periods which in turn will drive the level of review and authority required. |  |  |
|  | Ability to provide proactive notification to stakeholders and change advisory board (CAB) members for changes with critical business impact, collisions and compliancy issues. |  |  |
|  | Ability to provide role-based approval, retracting or rescheduling of RFCs. |  |  |
|  | Ability to provide a change calendar with scheduled change viewing by group, and to customize the sorting and filtering of calendar views. |  |  |
|  | Ability to allow for scheduling of recurring events, such as certain types of maintenance. |  |  |
|  | Ability to support maintenance, release and moratoriums (locked status) for freeze windows. |  |  |
|  | Ability to easily identify the affected Cis and services whenever a change is made to a particular CI. |  |  |
|  | Ability to automatically generate risk and impact analysis of multiple RFCs, and provide visual depictions of upstream and downstream CIs and services that can be navigated in a configuration repository. |  |  |
|  | Ability to select and create "standard changes" from a list of predefined OOTB templates with prepopulated content, such as categorization, text, etc. |  |  |
|  | Ability to promote one or more RFC(s) to a release, with corresponding notifications. |  |  |
|  | Provide change workflow feeds into release workflow. |  |  |
|  | Ability to open an RFC against an incident/problem/known error record, and automatic population of the RFC. |  |  |
|  | Facilitates association of incident records with changes. |  |  |
|  | Facilitates association of service requests with changes. |  |  |
|  | Multiple configurable implementation dates and times and alternative dates and times (Plan Date and Alternative Date) can be identified |  |  |
|  | Ability to record the planned implementation date and time vs. actual implementation date and time |  |  |
|  | Ability to reject Changes. For example: Status of reject, ability to record reason for reject, without cancellation of the record and configurable ability to notify affected people. |  |  |
|  | Ability to record the resources and effort required to implement change and post-change support; FTE hours, persons - possible conflict with other changes, costs, vendor involvement, etc. |  |  |
|  | Ability to support multiple change types: Emergency, Standard, Normal (minor, major, significant), including the ability to define additional change types. |  |  |
|  | List or report Resources allocated to scheduled Changes. |  |  |
|  | Identify changes planned outside of change and maintenance windows. |  |  |
|  | Ability to identify and block potential conflicting changes based on CIs. |  |  |
|  | Automated scheduling of Change review (Post Implementation Review) based on business rules. |  |  |
|  | Ability to identify post implementation impact for completed Changes. For example, Incidents and Problems resulting from an implemented Change can be easily identified and linked. |  |  |
|  | Ability to capture actual versus planned down time during a change implementation. |  |  |
|  | Ability to identify changes outside change maintenance window(s) by type. - that extend beyond the maintenance windows (Project Service Outages, PSO) |  |  |
|  | **(D)** Ability to enter in Change Advisory Board (CAB) Membership information and responsibilities. |  |  |
|  | **(D)** Ability to integrate with Release management activities (via workflow). |  |  |
|  | **(D)** Native integration with a Configuration Management System (CMS) (built-in). |  |  |
|  | **(D)** Ability to support a "virtual" CAB (i.e., approvals/issues submitted and stored electronically) |  |  |
|  | **(D)** Ability to support release and change management as part of the integrated process |  |  |
|  | **(D)** Ability to integrate forward schedule of changes (FSC) with Microsoft Exchange calendaring system. |  |  |
|  | **(D)** Ability to automatically produce the FSC in an HTML format that can be published to a Web server. |  |  |
|  | **(D)** Ability to identify multiple dates (for phased implementation) and date and time ranges. |  |  |
|  | **(D)** Identification of active Changes requiring the same resources. |  |  |
|  | **(D)** Ability to identify post implementation planned vs. actual resource utilization so it can be tracked and analyzed. |  |  |
|  | **(D)** Ability to define failed and successful changes, As well as success-levels and conditions. |  |  |

## RELEASE MANAGEMENT

The following requirements pertain to the ITIL framework Release Management process.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
|  | Automated release management workflow. |  |  |
|  | Contains a standard Release Lifecycle - tool tracks release lifecycle stage? (Design, Build, Test, Deploy). |  |  |
|  | Contains tracking/scheduling of release activities -Such as training, deliveries, transition environments and staff. |  |  |
|  | Build Management - control mechanisms for building different types of releases. |  |  |
|  | Possesses visible stages of build w/ documented relevant policies, regulations and standards. |  |  |
|  | Facilitates identification and control of aspects of a release package such as software, hardware, documentation, and training requirements |  |  |
|  | Contains testing track, tailorable framework or checklists for performing structured tests against documented requirements. |  |  |
|  | Contains rollback feature - facilitate management of the rollback of release packages to previous versions. |  |  |
|  | Ability to document versioning of the release product. |  |  |
|  | Ability to integrate with Change Management process (Requests for Change - RFC) as part of rollout. |  |  |
|  | Contains Release Acceptance - Sign-off feature before distribution and installation commences. |  |  |
|  | CI connectivity - tool References/Updates the CI's that are included in the release. |  |  |
|  | Configuration Items (CI's) visible, aiding in release implementation planning, distribution and installation |  |  |
|  | Fail Criteria prevents further progression of the release in the event of a fail situation (resources conflicts, testing issues, etc.). |  |  |
|  | **(D)** Contains Roll-out Planning features - as part of the tool or via integration with a project management tool. |  |  |
|  | **(D)** Incorporates or integrates with a Definitive Media Library (DML) to support release planning and deployment. |  |  |
|  | **(D)** Ability to schedule different types of Release packages for deployment |  |  |
|  | **(D)** Ability to enforce and coordinate Release validation and testing activities |  |  |
|  | **(D)** Ability to ensure that Release deployments are subject to scheduling and approval requirements managed by the Change Management process |  |  |
|  | **(D)** Ability to track and manage program / code changes, including version control. |  |  |
|  | **(D)** The ability to track and manage bug defects, and link to Known Error records. |  |  |
|  | **(D)** Ability to control the promotion and demotion of release packages (inclusive of all release components, software, infrastructure, etc.) between environments (Dev to Test to QA To Deploy, etc.) |  |  |
|  | **(D)** Ability to enforce and ensure non-conflict in roles; i.e., builders cannot perform some tests; testers and builders cannot validate the results of tests; builders and testers cannot approve deployment; builders cannot deploy; approvers cannot build, test or deploy. |  |  |

## CONFIGURATION MANAGEMENT

The following requirements pertain to the ITIL framework Configuration Management process.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
|  | Add/edit/delete Configuration Items (CIs). |  |  |
|  | CI complexity - accommodate CI details of varying complexity such as entire systems, single hardware items or single software modules. |  |  |
|  | CI Attributes - fields include but not limited to: unique identifier, type, name, description, version, location, supply date, license details, owner, status and ability to add other data fields |  |  |
|  | Format support - different formats for model numbers, version numbers and copy numbers. |  |  |
|  | Auto Validation on customer defined fields; automatically validate input data |  |  |
|  | CI Relationships - support addition of the relationship with other CIs at time of entering the record. |  |  |
|  | Other Process Area Relationships - support the hierarchic and networked relationships between Cis and other data points for reporting, managing incidents, problems and changes (impact analysis). |  |  |
|  | Status Accounting – Ability to show the current status of any CI such as 'active' or 'inactive'. |  |  |
|  | Release Management - support control of CIs through all stages of its lifecycle. |  |  |
|  | Configuration Baseline – Ability support management/use of baselines for reverting to past, trusted versions of CIs |  |  |
|  | Verification – Can verify correct and authorized versions of CIs. |  |  |
|  | Contains a complete CI Inventory for all CI data fields. |  |  |
|  | CI History – ability to maintain historic details such as installation date, records of changes and locations. |  |  |
|  | Automatic ID of CIs - automatically identify other CIs affected when any CI is the subject of an incident, problem, known error record and RFC. |  |  |
|  | Automatic CI Updates - automatically update the version number of a CI if the version number of any component CI is changed with approved changes. |  |  |
|  | Manual Updates - documented procedure and checklist for manual updates to configuration data. |  |  |
|  | Ability to have CI records within a single database identified where Development, Test and Production are considered lifecycle stages of the CI record. |  |  |
|  | Supports tracking of software purchases, license information. |  |  |
|  | Ability to enter an unlimited number of CIs, CI classes, and user-defined fields. |  |  |
|  | Ability to associate parent and child information (e.g., this OS on that PC or this application on that PC). |  |  |
|  | Ability to import data files (delimited text, spreadsheets, databases). |  |  |
|  | Graphical view of CI's related to services, e.g., (CI-to-CI and CI-to-service). (CI web graph) |  |  |
|  | Has role-based update access for modification of attributes. |  |  |
|  | Ability to define and track user definable relationships between CIs. For example, parent / child, peer-to-peer, upstream / downstream relationships. |  |  |
|  | **(D)** Ability to support barcode reading technology for input of assets and Configuration Items through a scanning device. |  |  |
|  | **(D)** Ability to support RFID tagging of assets and Configuration Items natively. |  |  |

## SERVICE LEVEL MANAGEMENT

The following requirements pertain to the ITIL framework Service Level Management process.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
|  | Ability to list live/active services. |  |  |
|  | Ability to clearly defined service hours. |  |  |
|  | Ability to create Service Level Agreements (SLAs) and Operational Level Agreements (OLAs). |  |  |
|  | Ability to tie SLAs and OLAs to other process area artifacts such as requests, changes and incidents. |  |  |
|  | Common SLA Fields - accommodate details of SLA content, including agreement date, scope, contacts and service targets. |  |  |
|  | Ability to create Underpinning Contract (UC) record with details |  |  |
|  | Automated monitoring of OLAs, SLAs and UCs |  |  |
|  | OLAs, SLAs and UC performance metrics, tracking, and reporting. |  |  |
|  | ability to show service and SLAs relationship to customer |  |  |
|  | Enable regular SLA, OLA and Underpinning Contract (UC) reviews per a managed schedule with trigger points and automatic notifications/alerts. |  |  |
|  | Support management of the Service Portfolio by tracking and reporting on service attributes and levels published in the Service Catalog. |  |  |
|  | An Indicator that service reviews have been carried out with customers and suppliers. |  |  |
|  | Provides capability to define priority levels within SLAs, OLAs and UCs. |  |  |
|  | Provides capability to define auto-escalation rules and auto-notification alerts on breach or nearing of SLA thresholds. |  |  |
|  | Support defined business hours by SLAs. |  |  |
|  | Predefined Service Level OOTB templates. |  |  |
|  | Has flexibility to link Service Level with any customer, department, location, type, subtype, service category and/or priority. |  |  |
|  | Has flexibility to support work schedule and holiday settings based on services. |  |  |
|  | SLAs automatically associated to service requests, incidents, problems, and changes when the request matches a service-level business rule. |  |  |
|  | The ability to identify and associate 1 or more OLA’s to an SLA (and to different SLA’s) in an underpinning relationship. |  |  |
|  | SLM Gap Analysis; expired or missing SLA's, lack of supporting OLAs and UCs. |  |  |
|  | Integrated workflow management to drive SLA/OLA development, reviews and approvals. |  |  |
|  | Integration with Change Management to review / assess the impact of service changes to existing SLAs/OLAs, and measure the before and after. |  |  |
|  | **(D)** Provides capability to relate CIs to SLAs. |  |  |
|  | **(D)** Service Improvement Planning - Assist with the creation of a Service Improvement Plan (SIP), and linkage to a Customer Service Improvement (CSI) register for prioritization, review, and tracking. |  |  |
|  | **(D)** Service Design Package (SDP) - Assist with linkage of SLAs, SLRs and service packages to the SDP. |  |  |
|  | **(D)** Ability to monitoring supplier and vendor performance levels. |  |  |
|  | **(D)** Agreements in Place – solution can indicate where SLAs, OLAs and UCs are in place (or not) for any given service. |  |  |
|  | **(D)** Ability to facilitate integration with monitoring and event management tools to enable automated monitoring of availability and capacity service targets. |  |  |
|  | **(D)** Integration with Supplier Management to ensure new contracts and changes to existing contracts support existing / new SLA's. |  |  |
|  | **(D)** Ability to facilitate the automation and monitoring performance of supplier contracts and agreements with third party Suppliers. |  |  |
|  | **(D)** Ability to facilitate the verification and consistency of SLAs in their relationships to the Supplier Contracts and Operational Level Agreements. For example, ensuring that Incident response times in the OLA are not greater than what is promised in the SLA with the customer. |  |  |
|  | **(D)** Ability to capture Service Continuity and Disaster Recovery characteristics in the SLM module with respect to SLAs. |  |  |
|  | **(D)** Integration with Design Coordination to ensure the development of Service Targets and SLA/OLA as part of the design lifecycle. |  |  |

## KNOWLEDGE MANAGEMENT

The following requirements pertain to the ITIL framework Knowledge Management process.

* Please respond in the table below.

|  |  |  |  |
| --- | --- | --- | --- |
| **ID#** | **Requirement** | **Response** | **Comments** |
|  | Ability to provide knowledge management capabilities by floating the most relevant hits to the top, in order of closest match to search. |  |  |
|  | Ease of administering the weighting and relevancy scores associated with knowledge articles. |  |  |
|  | Ability to launch fast knowledge searches using the categorization (or partial categorization) selections as key value search parameters. |  |  |
|  | Ability to create a knowledge article via a fill-in-the-blank form. |  |  |
|  | Ability to automatically populate a knowledge article into an incident. |  |  |
|  | Ability to support role-based knowledge items (i.e., a technical role can access either technical-facing or customer-facing articles). |  |  |
|  | Ability to automatically create knowledge management entries from incident, problem and change modules. |  |  |
|  | Ability to manage full life cycle of knowledge articles through administration capabilities (e.g., submission, editing, review, approval, publishing, and usage monitoring. |  |  |
|  | Ability for knowledge management database to be restricted access by role. |  |  |
|  | Ability for tool's knowledge management database to search other knowledge bases in environment. |  |  |
|  | Ability to have a rich-text editor (RTE) that supports links within documents, document-to-document links, embed Web links, images and objects into knowledge articles (e.g., screenshots, etc.). |  |  |
|  | Ability to provide automated administration (adding, editing and maintaining the data, and ability for end-user submission to require review/approval prior to posting). |  |  |
|  | Ability to have a defined workflow process for reviewing and approving pending knowledge articles that can be displayed graphically. |  |  |
|  | Ability to make certain fields in the knowledge article template mandatory. |  |  |
|  | Ability to support a variety of search methodologies, including metadata, fuzzy searching, hierarchical/drill-downs, cross-references, attribute queries, category, Web and file system external library searches, and to utilize natural language and proper stemming, and Boolean search methodology. |  |  |
|  | Ability to allow user feedback to rate/score content for usefulness related to the inquiry. |  |  |
|  | Ability to provide knowledge-centered support (KCS) standards and guidelines. |  |  |
|  | Ability to identify redundant or duplicate information, whether in a single record, or multiple records. |  |  |
|  | Ability to archive knowledge which is no longer relevant. |  |  |
|  | Ability to specify expiration date at time of knowledge article creation, based on related CI or service status. |  |  |
|  | **(D)** Ability to automate the trending of knowledge use and identification of knowledge gaps. |  |  |
|  | **(D)** Ability to automatically notify interested parties of new solutions applicable to them; stakeholders related to CI's, Service, Support, use, etc. |  |  |
|  | **(D)** Ability to specify regular review date at time of knowledge article creation. |  |  |
|  | **(D)** Ability to integrate with CMDB to support the association of Knowledge records to CI records and Services. |  |  |
|  | **(D)** Version control of Knowledge articles. |  |  |
|  | **(D)** Ability to import knowledge based article content from another source (MS Word, PDF, Excel). |  |  |

# OPTIONAL EFFORTS

Respond to TPU’s Optional Efforts as described in RFP Section 2.06, Part B. The description of the effort, resources, hours and cost provided for each of the selected Optional Efforts is incremental to the Minimum Objective effort, staffing and cost described in 4.2 above.

## Connectivity with separate itsm solution, service now®

Provide a response in any or all of the items below if any of the Optional Efforts will be included in the response.

TPU will provide management, technical, and business resources to be involved in the project effort based on the Contractor’s project management approach and associated activities described in 4.2. Describe if and how your approach and methodology will differ for these optional efforts. Also address how you will utilize TPU personnel and ensure comprehensive knowledge transfer.

* Please respond in the table below.

|  |  |
| --- | --- |
| Describe the process to accomplish this Optional Effort. Describe how this complements or is different than the effort described in 4.2 above for the RFP’s Minimum Objective. |  |
| Number of hours required to complete this Optional Effort. Include any subcontractor hours. |  |
| 3rd Party hours (for work that will be required by someone other than the Contractor (and subcontractors) and TPU. |  |
| TPU hours required. |  |

## Inventory labeling and scan fucntionality

Provide a response in any or all of the items below if any of the Optional Efforts regarding Desired Bill Features will be included in the response.

TPU will provide management, technical, and business resources to be involved in the project effort based on the Contractor’s project management approach and associated activities described in 4.2. Describe if and how your approach and methodology will differ for these optional efforts. Also address how you will utilize TPU personnel and ensure comprehensive knowledge transfer.

* Please respond in the table below.

|  |  |
| --- | --- |
| Describe the process to accomplish this Optional Effort. Describe how this complements or is different than the effort described in 4.2 above for the RFP’s Minimum Objective. |  |
| Number of hours required to complete this Optional Effort. Include any subcontractor hours. |  |
| 3rd Party hours (for work that will be required by someone other than the Contractor (and subcontractors) and TPU. |  |
| TPU hours required. |  |

## ASSET MANAGEMENT SYSTEM INTEGRATION WITH SAP

Provide a response in any or all of the items below if any of the Optional Efforts to be included in the response.

TPU will provide management, technical, and business resources to be involved in the project effort based on the Contractor’s project management approach and associated activities described in 4.2. Describe if and how your approach and methodology will differ for these optional efforts. Also address how you will utilize TPU personnel and ensure comprehensive knowledge transfer.

* Please respond in the table below.

|  |  |
| --- | --- |
| Describe the process to accomplish this Optional Effort. Describe how this complements or is different than the effort described in 4.2 above for the RFP’s Minimum Objective. |  |
| Number of hours required to complete this Optional Effort. Include any subcontractor hours. |  |
| 3rd Party hours (for work that will be required by someone other than the Contractor (and subcontractors) and TPU. |  |
| TPU hours required. |  |

# GENERAL COSTS, WARRANTY, BILLING AND INVOICING

The Price Proposal Form (separate document) will be used to evaluate the specific costs for the contract.

* Please respond in the table below.

|  |  |  |
| --- | --- | --- |
| 8.1 | [COT TPU has a Master Contract Agreement](https://fortress.wa.gov/ga/apps/ContractSearch/MCUAListing.aspx) (Org #32717) with WA State which allows for selection of preferred vendors. Qualified ITSM vendors are listed [here](http://des.wa.gov/services/ContractingPurchasing/ITContracts/ITMasterContract/Pages/ITSM.aspx). Is your firm and/or product on this list? |  |
| 8.2 | If you are a preferred WA state vendor and on the ITSM contract list, please explain how a discounted rate would be applied. |  |
| 8.3 | Describe any other pricing discounts that may be available, e.g., government, prompt pay discount, if applicable. |  |
| 8.4 | Describe warranties for the installed software, professional services and any other warranties associated with implementation of the solution. Additionally, describe its extended warranty offering, if one is available. |  |
| 8.5 | Describe your standard method or practice for billing contracted projects.  - OR -  Propose a method or practice based on this type of project. |  |
| 8.6 | Explain costs that exceed the budgeted amount in your Price Proposal Form, if applicable. |  |
| 8.7 | Are discounted price lists for your product(s) available on the GSA site? If so, indicate POC and GSA number. |  |

# LICENSING

* Please respond in the table below.

|  |  |  |
| --- | --- | --- |
| 9.1 | Describe the complete licensing schema for the first year of the software installation. Please include a Terms and Conditions Statement. |  |
| 9.2 | Provide a list services associated with ongoing support of the solution.  Note: Price Proposal Form requires a cost quote for a 3-year and 5-year maintenance and licensing agreement after the first year for the solution provided. |  |
| 9.3 | List any software license or subscription fees with other vendors that may influence or impact long term licensing of the proposed solution. |  |
| 9.4 | TPU is currently seeking ONLY an On-Premises solution at this time. Describe the cost and process to move to on-premises to Software as a Service (SaaS) licensing schema. |  |
| 9.5 | Do you offer caps on year-over-year increases in maintenance fees? |  |
| 9.6 | What percentages of customers are on maintenance contracts? Detail the average duration of these contracts and the average renewal rate. |  |

# Additional information

* Please respond in the table below.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| 10.1 | Describe your product roadmap and strategy for the next three (3) years. |  |
| 10.2 | Provide an example of reports (other than project-specific reports) that may be used related to this contract as applicable. |  |
| 10.3 | Provide a list of the other services, add-ons or any other solutions related to the proposed solution you offer. |  |
| 10.4 | Identify and list a fee Schedule for additional programming required for any custom software development. |  |
| 10.5 | Has your product undergone the [PinkVERIFY](https://www.pinkelephant.com/en-US/PinkVERIFY/PinkVERIFYCertification)™ certification process? If so, what processes are certified? |  |

# SMALL BUSINESS ENTERPRISE (SBE) / Minority and Women’s Business Enterprise (MWBE)

City of Tacoma supports [Small Business Enterprise (SBE)](http://www.cityoftacoma.org/government/city_departments/community_and_economic_development/small_business_enterprise/) and Minority/Woman Owned Business Enterprise (MWBE) initiatives.

* Please respond in the table below.

|  |  |  |
| --- | --- | --- |
| 7.1 | Indicate whether your firm is a certified [City of Tacoma Small Business Enterprise](http://www.cityoftacoma.org/government/city_departments/community_and_economic_development/small_business_enterprise/). |  |
| 7.2 | Indicate whether your firm will be partnering with, or subcontracting to, a certified [City of Tacoma Small Business Enterprise](http://www.cityoftacoma.org/government/city_departments/community_and_economic_development/small_business_enterprise/). Include name and contact person of the SBE. |  |
| 7.3 | Describe the work that would be completed by the SBE. |  |
| 7.4 | TPU hours required. What percentage of the total project will be completed by the SBE? |  |
| 7.5 | Indicate whether your firm is a minority/woman owned firm certified with the [Washington State Office of Minority and Women’s Business Enterprises](http://omwbe.wa.gov/). |  |
| 7.6 | Indicate whether your firm will be partnering with, or subcontracting to, a certified minority/woman owned firm certified with the [Washington State Office of Minority and Women’s Business Enterprises](http://omwbe.wa.gov/). |  |
| 7.7 | Describe the work that would be completed by the MWBE. |  |

# CREDIT CARD – eft/ach ACCEPTANCE

* Please respond in the table below.

|  |  |  |
| --- | --- | --- |
| 11.1 | Credit Card Acceptance:  Provide a statement regarding your ability to meet the City’s credit card requirements as well as identifying your reporting capabilities (Level I, II, or III). See RFP Section 3.09. This information is not a consideration in the evaluation. |  |
| 11.2 | Electronic Funds Transfer (EFT) by Automated Clearing House (ACH) Acceptance:  Provide a statement regarding your ability to accept payment by electronic funds transfer (EFT) by Automated Clearing House (ACH). See RFP Section 3.09. This information is not a consideration in the evaluation. |  |

# EXCEPTIONS TO THE TERMS AND CONDITIONS

It is the City’s preference to utilize its standard Professional Services Contract. (Appendix B).

* Please respond in the table below.

|  |  |  |
| --- | --- | --- |
| 12.1 | Detail proposed alternative forms of contract or exceptions, if any, to the City of Tacoma Professional Services Contract (RFP Appendix B) and Standard Terms and Conditions (RFP Appendix C). |  |

# company and product brochures

Company and product brochures and other additional information related to this RFP may be included with here. Note, however, that while inclusion of such materials is allowed, these will not be evaluated and may not be used in lieu of providing requested information. See RFP section 3.01.

|  |  |  |
| --- | --- | --- |
|  | Other potentially relevant Information (optional). |  |