



THE COUNTY OF GALVESTON

RUFUS G. CROWDER, CPPO, CPPB
PURCHASING AGENT

GWEN MCLAREN, CPPB
ASST. PURCHASING AGENT

COUNTY COURTHOUSE
722 Moody (21st Street)
Fifth (5th) Floor
GALVESTON, TEXAS 77550
(409) 770-5371

April 13, 2018

PROJECT NAME: Information Technology Service Management (ITSM) Software

BID NO: B181035

RE: ADDENDUM #1

To All Prospective Proposers,

The following information is being provided to aid in preparation of your proposal submittal(s):

Question #1: *Formatting for RFP; we saw the stipulations surrounding the font type/size, but wanted some clarification around your request to have the RFP delivered in "tabbed format." Is this as it pertains to indentions of the document, indenting each section on a document when we mail the completed RFP? Or did you want this to be delivered in a CSV format?*

Response: Galveston County is looking for vendors to provide a categorized format of the proposal via document tabs. Categorizing the full document in sections will accommodate easier navigation and review for evaluators. No CSV format is required.

Question #2: *Is there any chance you can share the below document in an editable format please?*

Response: We do not provide editable versions of bids or requests. Proposers are expected to respond to the Project Expectations section, as well as submit a Vendor Qualification Packet. This format is available from the Galveston County Purchasing website at <http://www.galvestoncountytexas.gov/pu/Documets/Vendor%20Wualification%20Packet.pdf>.

Question #3: *Would you and the team prefer to have the RFP presented in a PDF format? Following the stipulations on font type/size, but displaying The County's questions in regular-type and Samanage's responses in bold-type? Here's an example of what we're referring to:*

Description of Features and Functionality included with the ITSM Software
-Detail availability of all features and functionality listed in Required Specifications and Optional Specifications section of this RFP
-Is software ITIL Compliant – Yes

Or would you and the team prefer to the answers within the PDF displayed in tables (The County's questions on the left/Samanage's responses on the right), still follow the stipulation on the font type/size. Here's an example below:

Project Development Approach

<p>Typical Project Timeline/Schedule:</p>	<p>Samanage's average time to go-live is 41 days but our implementation team is ready to begin and complete work on your schedule. We have had partners go-live within weeks.</p>
<p>Detailed explanation of all project phases: consultation, development, architecture diagram,</p>	<p>Consultation: Within the pre-sales cycle, your dedicated Account Executive and Solutions Consultant with work to</p>

Response: We are requesting a tabbed/categorized physical copy (10), as well as a digital copy. The digital file can be PDF format. The table presentation for Q/A is preferred.

Question #4: *Can you clarify the statement regarding “no immediate cost”? It is the intent of this solicitation to enter into a firm fixed-price contract, which would result in no immediate cost to the County.*

Our proposed product is based on Concurrent Licenses. How many maximum Concurrent users you anticipate to be logged in to the Application at any given time. Specifically how many users will be accessing the system at any one time? This is for your internal users not for any end users utilizing a self-service portal.

Response: No immediate cost would occur until deliverable are met and properly invoiced. We anticipate 45 users to be active in the system at any given time. We expect at least 20 concurrently.

Question #5: *Do you need IBM to manage the CMDB and Asset or just implement the module in the ITSM tool? Managing includes labor and license for discovery and support.*

Response: The County will manage and support CMDB. We only require implementation.

Question #6: *Project Management Module – Are there any current tools in use for Project Management that should be integrated into the ITSM tool? How many users (approximately) will use the PM module?*

Response: There is no current Project Management solution. This module will require 2 admins and 10 user licenses.

Question #7: *Asset Management Module – What is the current tool used for CMDB discovery?*

Response: We currently run Wasp Mobile Assets for our inventory software. For CMDB we are running Kaseya VSA 9.4.0.5.

Question #8: *CMDB – What is the current tool used for CMDB discovery?*

Response: The current tool for CMDB is Kaseya VSA 9.4.0.5.

Question #9: *Are there any external tools that need to be integrated with the ITSM tool?*

Response: Please see the “Integrations” item on page 50 (Special Provisions) of the current solicitation. We do not have any current or immediate needs for integrations; however, we are looking to build on this platform so would like the ability to integrate with the mentioned types of software/tools.

Question #10: *What is the current HR tool in use?*

Response: There is no current HR Management tool in use.

As a reminder, all questions regarding this proposal must be submitted in writing to:

Rufus G. Crowder, CPPO CPPB
Galveston County Purchasing Agent
722 Moody, Fifth (5th) Floor
Galveston, Texas 77550
E-mail: rufus.crowder@co.galveston.tx.us

If you have any further questions regarding this proposal, please address them to Rufus Crowder, CPPO CPPB, Purchasing Agent, via e-mail at rufus.crowder@co.galveston.tx.us, or contact the Purchasing Department at (409) 770-5371.

Please excuse us for any inconvenience that this may have caused.

Sincerely,



Rufus G. Crowder, CPPO CPPB
Purchasing Agent
Galveston County
