Addendum Three To
RFP IT Service Management System dated January 19, 2017

Questions have been submitted as a result of the Pre-Proposal meeting held on January 26, 2017 for the University's RFP for IT Service Management System for the Computing & Information Technology Marketing & Service Management Team. A summary of the questions asked and the University's responses are as follows:

1. Are the evaluation criteria weighted and if so, can you provide additional detail?
   Response: A weighted scorecard “may” be used in the evaluation process; however, it is not released as part of the RFP process. For additional information on criteria, please review Section II, Point G of the RFP.

2. The RFP states that you currently have 96 named and 195 concurrent licensed users. Can you clarify the following:
   a) How many TOTAL IT users/knowledge workers need to have access to the ITSM solution to work tickets, do approvals, etc?
      Response: 156 within central IT, 150 outside central IT.
   b) When you say that you have “195 concurrent licensed users’- do you mean that you have 195 USERS who are sharing concurrent licenses, or do you mean that you have 195 concurrent licenses with Footprints?
      Response: We have 195 concurrent USERS in Footprints.
   c) If a vendor pricing model only allows for EITHER all named or all concurrent licenses, do you have a preference or would you want to go with the model that is most cost effective, while best meeting your licensing needs?
      Response: We would prefer a cost effective model that will meet our needs.

2. Have you met in the last 12 months with any of the ITSM vendors on this pre-bid call?
   Response: While vendors are not allowed to contact the customer during the live bid process, vendors are not barred from speaking to any party at the University prior to an RFP being released.

3. Is mobility important (for your IT users as well as for your end users) (not mobile device management-we know that is not being looked at)
   Response: We are interested in mobile capabilities; please reference Schedule E questions: Licensing and Platform 7a,7b, 8a; Product Capabilities 19 & 99

4. Is BYOD part of your approach at WSU?
   Response: Yes for students, no for Employees

5. Do you have many MAC users?
   Response: We have IT staff across the university that use Windows, Linux, and Mac PC, with the majority being Windows. Our student, faculty, and staff populations also include a fair number of Mac users.

6. Are reporting and dashboards important? We understand that you are looking for this new solution to replace the need for IBM Cognos. Can you provide high level detail as to the most critical types of reports that you have/need?
Response: Yes, reporting and dashboards are important; we want the reporting capabilities of the product to be sufficient for our needs. For high level details, please reference the Reporting section in Schedule E Product Capabilities.

7. Within asset management is managing contracts, purchasing, depreciation of assets important?
Response: We are mildly interested in managing contracts as a nice to have; we are still primarily interested in a product to support our ITSM processes.

8. Do you prefer all assets are CIs or is there to be an asset repository and CMDB that are natively integrated and logically separate?
Response: We currently use CI’s in the CMDB to represent assets. However, we are open to other ways this could be managed. That said, we are not interested in any tools that would duplicate functionality we already have through SCCM.

9. As you are looking for a SAAS solution, is it a requirement for the vendor to be SSAE 16 SOC 2 Type 2 certified or is security not that important?
Response: Security is important. Please reference Schedule E: Licensing and Platform, 14a-14i for the contractual terms and conditions questions we would like answers to, especially 14e.

Should you have any questions or concerns about this Addendum or on any other aspects of the Request for Proposal, please send them by email to Kimberly Tomaszewski, Senior Buyer, Email: ac9934@wayne.edu and to Leiann Day, Procurement Analyst, Email: leiann.day@wayne.edu. Copy both Kimberly Tomaszewski and Leiann Day on all E-Mail questions.

Thank you,
Kimberly Tomaszewski
Senior Buyer