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

Minutes of the Pre-bid Conference

The pre-bid conference for the IT Service Management System was held on January 26, 2017 at 10:00 am. Kimberly Tomaszewski reviewed the administrative requirements of the pre-bid package, especially concerning details such as bid due dates and who vendors may contact during the live bid process. Tom Duszynski of the Computing & Information Technology Marketing & Service Management Team, discussed the expectations and scope of work.

The pre-bid conference attendees sign in sheet and meeting minutes are available for downloading from the University Purchasing Web Site at [http://www.forms.procurement.wayne.edu/Adv_bid/Adv_bid.html](http://www.forms.procurement.wayne.edu/Adv_bid/Adv_bid.html).

Numerous simple questions and answers were addressed at the pre-bid meeting. Some of the issues were as follows:

1. WSU’s central IT department, C&IT, is looking for its next generation, enterprise-level ITSM tool.
2. The University is using BMC Footprints v11 for its Incident, Change, and Knowledge Management processes, as well as Request Fulfillment and desktop inventory tracking.
3. Other campus IT departments are tenants in the tool.
4. WSU currently has 96 named and 195 concurrent licensed users in Footprints.
5. WSU Fall 2016 student population data per our Institutional Research dept: FTE Students = 21,764. Enrollment Headcount = 27,326.
6. WSU Winter 2017 employee data (unofficial): Full Time Employees = 7,602. Part-time employees = 2,258. IT Workers = 156 within central IT, 150 outside central IT.
7. C&IT currently has 1.5 FTEs dedicated to tool administration, and the new ITSM tool should drive this staffing level down, and not by offloading this activity to the vendor.
8. To be added to new ITSM tool: import desktop inventory records; Problem Management process; additional inventory tracking + integration with ITSM processes for the following CIs: ethernet switches, routers, wifi access points, security cameras and associated controllers, software licensing contracts, SaaS contracts.
9. WSU is mildly interested in integrating our CMDB with purchasing-related data from our ERP (Ellucian's Banner, currently on 8.x and moving to 9/XE within next 18 months).
10. WSU uses Microsoft’s SCCM and a homegrown toolset to manage OS patches and software updates for its desktop fleet. We have little interest in any proposal for desktop software license management features, especially those that require an agent to be installed on the desktop.
11. WSU does not use mobile device management and has little interest in this feature.
12. This project is not replacing Solar Winds.
13. Schedule C -- show the cumulative costs for both 3 year and 5-year contracts in your response.
14. Schedule E Licensing & Platform and Implement & Engagement contains open-ended questions. It is WSU’s preference for having enterprise-wide licensing.
15. Schedule E Product Capabilities – multiple-choice questions. Use caveats/notes only if it is necessary to elaborate. The Glossary tab contains all Schedule E definitions.
16. Proposals are limited to 50 pages, and must include an electronic version of the completed Excel workbook for Schedules C and E.
17. Proposals must include printed copies of Schedules C and E and the vendors proposed contract, however these elements are excluded from the 50-page limit.
18. Only those vendors that attended the mandatory pre-bid meeting will be allowed to participate in this RFP Opportunity.
19. The Deadline for project related questions is **February 1, 2017, 12:00 noon**.

20. **Bids are due February 9, 2017 at 4:00 pm**, to be time date stamped in Procurement & Strategic Sourcing located in the Academic/ Administration Bldg., 5700 Cass Avenue, 4th Floor – Suite 4200, Detroit, MI 48202.

21. We will require an original plus one copy (2 total) of your proposal. In addition, an electronic version is required, which should be submitted to our secure mailbox at rfp@wayne.edu

22. Any responses, materials, correspondence, or documents provided to the University are subject to the State of Michigan Freedom of Information Act and may be released to third parties in compliance with that Act, regardless of notations in the VENDOR's Proposal to the contrary.

23. Parking on WSU campus lots and structures are $7.50/access. Vendor must build parking into their lump sum bid. There is no parking allowed on the malls.

24. Smoke and Tobacco Free Policies: On August 19, 2015, Wayne State joined hundreds of colleges and universities across the country that have adopted smoke- and tobacco-free policies for indoor and outdoor spaces. Contractors are responsible to ensure that all employees and all subcontractors’ employees are in compliance anytime they are on WSU’s main, medical, or extension center campuses. The complete policy can be found at http://wayne.edu/smoke-free/policy/

All questions concerning this project must be emailed to: Kimberly Tomaszewski, Procurement & Strategic Sourcing at 313-577-3757 Email: ac9934@wayne.edu (copy to Leiann Day, Email: leiann.day@wayne.edu) by 12:00 p.m., February 1, 2017.

Do not contact the Computing & Information Technology Marketing & Service Management Team, or other University Units, directly as this may result in disqualification of your proposal.

Thank you

Kimberly Tomaszewski,
Senior Buyer, Purchasing
313-577-3757

CC: Tom Duszynski, Leiann Day, Attendees list.