

**REQUEST FOR PROPOSAL**

**PROJECT NO. RFP 18-35**

**QUESTIONS AND ANSWERS No. 002**

Date: July 6, 2018

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

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Q1. Our firm is a small business and we intend to submit our proposal as prime, are we required to complete outreach and submit Attachment 3?

**Response:** You need to complete and sign all the attachments. If something does not apply to your company N/A and sign.

Q2. Our project plan anticipates completing the scoped level of effort for this RFP in Year 1. How does HCC want offerors to respond to Section 2, Items 3 b and c, as well as Section 2, Items 7 a and b? What integrations does HCC expect for this effort? Section 1, Item 2.1.12 references Active Directory and/or SAML/Federation authentication services. Can HCC please clarify which, or both, they expect - in addition to other integrations?

**Response:** If the initial implementation is completed in Year 1 then the budget for Year 2 and 3 would be \$0. The only integration in this initial implementation is to integrate ServiceNow with our AD environment.

Q3. What are the different ways in which customers contact IT today (Email, web forms, portal, text, chat, etc)? What percentage is each pathway utilized?

**Response:** Email, forms and phone.

Q4. Do you have formal and documented processes around incident, problem and change? If yes, what percentage is documented?

**Response:** We have formal processes but the documentation needs to be reviewed and revised to be consistent with ITIL V3.

Q5. Do you have a defined Service Catalog? **No**

If so, how many items are in your current Service Catalog? Please provide an estimate of the number of catalog items/requests you anticipate. **HCC anticipates two hundred (200).**

Q6. The RFP states that HCC intends to license ServiceNow subscription under a separate contract. Will this contract be accessible to bid in conjunction with the implementation services or can the provider offer a subscription as a resell partner with ServiceNow?

**Response:** This project is only for implementation purposes. Your company can offer a subscription as a reseller partner with ServiceNow.

Q7. Tab 8. Provide students with real world work experience. Shall the provider assume that there is a core of students which will be maintained for day-to-day, ongoing support of the HCC system? Or, shall the provider assume that they will provide on-going, day-to-day support and on-boarding for any new student interns through the duration of the contract? Are the student interns anticipated to be in the field of IT studies (re: coding, configuration, process, administration and management)?

**Response:** No students will be used in the support or use of ServiceNow.

Q8. Please advise on the number of anticipated students for the ServiceNow System Administrators training course.

**Response:** For this phase, we will train two IT staff to be administrators.

Q9. What are the configuration requirements?

**Response:** This will be provided during the requirements gathering sessions.

Q10. Is licensing a separate contract?

**Response:** Yes, this is only implementation.

Q11. When will the licensing RFP be released?

**Response:** HCC does not have a date yet.

Q12. Explain the internship program.

**Response:** Refer to Section 4.Tab 8. Iii and Section 5, number 16 of the RFP.

Q13. How willing is HCC to adopt ServiceNow best practice processes? Please explain any desirable HCC process you want to keep in ServiceNow.

**Response:** Very willing

Q14. How do you want vendors to respond for the pricing of future phases of implementations?

**Response:** Refer to Section 2 Price Proposal of the RFP document.

Q15. Do you simply want SLAs defined for each implemented application?

**Response:** This will need to be discussed with the selected implemented.

Q16. Do you need the Service Level Management application configured as well so that you can monitor SLAs against contract and vendors?

**Response:** Not in the initial implementation.

Q17. SN is a web-based solution that can be accessed via web browser on any device. Does this satisfy your requirement or will you need configuration for the SN mobile app as well? If so, what functions need to be available via the mobile app?

**Response:** Only Web browser access is needed at this time.

Q18. ServiceNow is in the process of transitioning the services partner program to a points based program. Our firm is a Bronze sales partner and is in the process of completing all of the requirements for Bronze services certification. We have extensive ServiceNow engagement experience and senior level consultants. Will this be sufficient for Contractor Requirements in 2.1.1? If not, can we prime the RFP and bring in a Bronze/Silver/Gold services partner to cover this requirement?

**Response:** You must be currently registered in the ServiceNow Services Partner Program as a Bronze, Silver or Gold Partner.

Q19. Does the Section 2 pricing information cover the entire requirements for "Tab 5- Price Proposal"?

**Response:** Yes.

Q20. Section 2, Items 4, 5, and 6 request documentation provided in excel format. However, Section 4, Item 3, Parts C and F note that electronic copies of our submission should be in non-editable PDF format. In which format does HCC want proposers to submit electronic pricing documentation?

**Response:** Response of RFP should be PDF; pricing should be on an excel spreadsheet.

Q21. What is the timeframe that Houston Community College would like to be live with?

**Response:** Focus on cost and quality not time.

Q22. Is there a target go-live date that we should be aware of? Are there dates we should avoid?

**Response:** Not at this time. No, this system will be run in parallel and HCC will cut over to the new system after It has been configured and staff have been trained. In the meantime, BMC's Track-IT! will be used for tickets.

Q23. What roles to the project does HCCS expect to provide?

**Response:** Propose what you deem to be best for a successful out of the box implementation.

Q24. Please specify the approximate current monthly/yearly volume of: Incidents, Problems, Request (or Cases, if that is what you track)

**Response:** Seventy thousand (70,000) incidents(monthly, yearly??) Problems and requests are a fraction of that.

Q25. How large is your data center (how many nodes or computers, both physical and virtual)?

**Response:** Not relevant to the RFP.

Q26. How much of your infrastructure is in the cloud?

**Response** Not relevant to the RFP

Q27. Does Houston Community College have process owners defined for the In-scope process areas of this project?

**Response:** No

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