

**REQUEST FOR PROPOSAL**

**PROJECT NO. RFP 18-35**

**QUESTIONS AND ANSWERS No. 001**

Date: June 28, 2018

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

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**Q1.** Can we send questions after the cut-off date?

**Response:** Yes, we are extending the inquire period per Amendment No. 002

**Q2.** What small business certifications does HCC recognize?

**Response:** Refer to Section 5, Number 14 of the RFP document, which mentions all the Certifications that HCC recognizes.

<http://www.hccs.edu/about-hcc/procurement/rfps/RFP-18-35-ServiceNow-Software-Implementation-Final.pdf>

**Q3.** Does HCC expect requirements gathering sessions for this effort?

**Response:** Yes but there is an existing ticketing system in place and that configuration will serve as the starting point. The goal of this initial implementation is to implement an out of the box solution. Requirements gathering will be primarily with IT. The other users of the existing ticketing system use the very basic functionality.

**Q4.** Are offshore technical development resources permissible for this effort?

**Response:** Yes.

**Q5.** Are there any known contractual or strategic based targets necessary to transition all 120 users off the BMC Track-It! (version 11.4) system?

**Response:** None.

**Q6.** Please advise of any existing integrations (report loads, web services, ODBC, scheduled jobs) or other related connections currently in existence with BMC that should be taken into consideration as part of the effort to sunset the product.

**Response:** None at this initial stage.

**Q7.** The RFP states no Project Manager shall be included or priced. Does HCC have a Scrum/Agile Development PM who knows ServiceNow including SAIF/SIM practices and who will be responsible for the deliverables, milestones, and project communications? In essence, is HCC looking for developer type resources as a staff augmentation?

**Response:** HCC will handle all project communications. Keep in mind that this is, as much as practical, an out of the box implementation. Integrations, advanced capabilities, etc. will be in a future request. HCC needs the implementation provider to manage the work of their resources to meet the requirements.

**Q8.** The RFP appears to require a more “like for like” transition aspect associated with the BMC Track-It system processes of Incident, Problem, and Change to be replaced by ServiceNow’s Incident, Problem, and Change. a. Does HCC anticipate utilizing ITIL V3 process and ServiceNow Best Practices? b. It appears that HCC may not use Configuration Items (CI’s) in current practice related to Incident, Problem, and Change. Can you please confirm if CI’s are in use or perhaps hosted in another system for accessing CI’s, attributes, and relationships?

**Response:** a) Yes, ServiceNow should be configured to align with ITIL, V3.  
b) CI’s are not in use today.

**Q9.** Optional / Future Services, Configuration Management: Please provide the current sources (master data systems, name, and version) and general counts associated to configuration data for End User Computing devices, Servers, Storage, Network devices, and other IP-addressable devices.

**Response:** HCC uses SCCM, JAMF and PeopleSoft. The initial implementation of ServiceNow will not interface or use data feeds from these systems. That will be part of a future project.

**Q10.** Optional / Future Services, Asset Management: Please provide clarity on the current source(s) for contract, financial, hardware, and software related content preferably by Name, Platform/System, Version and an example of cleansed content or fields.

**Response:** Asset inventory will be stored in PeopleSoft and populated by a combination of software inventory tools such as SCCM, JAMF and Absolute and manual data processes.

**Q11.** Optional / Future Services, Knowledge Management. Would HCC entertain approaching this in the initial phase for purposes of a knowledge repository for the implementation? Does HCC currently have a knowledge repository, or multiple repositories, today? If so, can HCC share the platform and methods being utilized accordingly?

**Response:** You can list it as an option with associated cost. There is no central repository for IT knowledge today.

**Q12.** Optional / Future Services, Performance Analytics: Please confirm if Performance Analytics is intended for Incident Management only or for Enterprise use across all applications to be implemented including optional/future applications.

**Response:** Initially just Incident Management with expansion, as desired.

**Q13.** Optional / Future Services (general). Are these items intended to be included in the Fixed Bid? If so, please provide requirements such as current system(s) in use for these departments, number of internal / external users anticipated, integrations which may be required to existing source systems (e.g.: for HR, perhaps there is a WorkDay system in use as an example).

**Response:** These are optional and meant to convey future direction of ServiceNow. The intent is that this may help you in your initial implementation such that you are aware of the expanded use. Long term, ServiceNow will pull data feeds from PeopleSoft.

**Q14.** Optional / Future Services, Catalog / Portal: Does a catalog of services and/or a portal in which self-service users access for assistance exist today? If so, please advise as to the system, platform, method, version, or approach utilized and the intended sunset target in lieu of ServiceNow offered catalog and portal.

**Response:** No.

**Q15.** Section 2.1.3 states "Must have the ability to implement a fully integrated ServiceNow solution" however, in the RFP section 2.1.12 identified Active Directory / SAML requirements. Please identify other points of anticipated integrations over the course of the intended term. Or define "integrated" in terms of within the ServiceNow Suite of Products or as a Service Integration to other tools outside of ServiceNow.

**Response:** For this initial implementation, only include Active Directory / SAML integration.

**Q16.** Please indicate the scope of Coaching Loops intended to be included in the Fixed Price Bid. For example, does it apply to Incident, Problem, and Change (and Release Management) only or does it include potential use for the Optional / Future scope items? Is there one team who will be sampling and coaching, or are there multiple? Please advise.

**Response:** Only Incident, Problem, and Change and Release Management

**Q17.** Does HCC anticipate implementation of Release Management? If so, please share the existing documented process to provide scoping for this activity.

**Response:** Refer to ITIL V3

**Q18.** If the provider can accommodate OCM practices into the implementation services, does HCC prefer these be listed as optional services or incorporated into the Fixed Price?

**Response:** Do not include OCM

**Q19.** Does HCC have a standard set of changes that are "pre-approved" today? If so, please advise to the number of anticipated pre-approved types of activities.

**Response:** No.

**Q20.** Is this RFP for implementation only?

**Response:** Yes

**Q21.** Do we have to subcontract or, can we self-fulfill?

**Response:** Your company do not have to subcontract but if you want the small business points, you will need to unless the prime is a certified small business then the firm will get all the points and will have no need to subcontract.

**Q22.** Is there a preferred training approach?

**Response:** Train the trainer

**Q23.** May we use offshore technical resources?

**Response:** Yes

**Q24.** Is the budget for this project approved?

**Response:** Yes

**Q25.** What is HCC's desire to have a simplified portal for the end users?

**Response:** This is very desirable.

**Q26.** 2.1.10 asks about implementation of coaching loops, time cards etc. Please describe the outcomes HCC is trying to achieve through the implementation of each of these items.

**Response:** We are interested in using coaching loops with Incident, Problem and Change. Time cards will not be used in the initial implementation.

**Q27.** Describe the HCC incident\problem\change categorization and prioritization processes?

**Response:** We will use ITIL V3 framework.

**Q28.**

What are the reporting requirements HCC is looking to have from ServiceNow?

**Response:**

Out of the box reporting in the initial implementation

**Q29.**

Does HCC maintain CMDB data? If so how does HCC desire to associate the incidents to the CMDB?

**Response:**

No.

**Q30.**

Do you have defined processes for incident management? If so, can you provide documentation (Visio, PDF, etc.

**Response:**

Refer to ITIL V3

**Q31.**

Do you have a Major Incident Process? If so, what is the process?

**Response:**

Refer to ITIL V3

**Q32.**

What are the intake methods for an Incident from the end user? (phone, email, portal...etc.)

**Response:**

Phone and email.

**Q33.**

Are any Incidents automatically created from Inbound Emails or events/alerts?

**Response:**

No.

**Q34.**

Is there anything you are not doing today that you need ServiceNow to do on Day 1?

**Response:**

No.

**Q35.**

Do you currently perform RCA (root cause analysis)? If so, what is the process?

**Response:**

Not formally.

**Q36.**

Are you creating problems from incidents?

**Response:**

Yes.

**Q37.**

Are you creating changes from problems?

**Response:**

Yes.

**Q38.**

Do you have defined processes for change management ? If so, can you provide documentation (Visio, PDF, etc.)? What kinds of changes are you doing today (Standard, Normal, Emergency, Urgent, etc.)?

**Response:**

See ITIL V3

**Q39.**

How often do you hold CAB (Change Advisory Board)? Do you also have an eCAB for emergency changes?

**Response:**

Weekly CAB; eCAB is done via email.

**Q40.** Are you familiar with the CAB Workbench feature in SN for CAB meeting assistance? If so, is this a Day 1 requirement?

**Response:** We don't use SN so this is a new feature to us. This appears to be a default option available in SN and is of interest to HCC.

**Q41.** Are you using ADFS for user account creation & management?

**Response:** Yes.

**Q42.** What user data needs to be populated within SN (Name, Manager, Location, Department)?

**Response:** Name, location, department, phone number.

**Q43.** Will you be using ADFS for SSO/authentication? If not, what SSO will be used?

**Response:** Yes.

**Q44.** Are there any other external systems that will need to be integrated (CTI, SCCM, etc.)?

**Response:** No.

**Q45.** What data will need to be transmitted to/from SN?

**Response:** Nothing in the first phase



**Q46.** What will the integration interface be (SOAP, REST, JDBC, ODBC, ServiceNow or Vendor app, etc.)?

**Response:**  
Nothing in the first phase.

**Q47.** We understand that Service Catalog (Request Management) is in scope for a future Phase II, until then, how will requests be processed within SN?

**Response:**  
The Service Desk will categorize all phone calls and emails they receive.

**Q48.** Do you have defined processes for requests? If so, can you provide documentation (Visio, PDF, etc.)? What types of requests do you normally fulfill?

**Response:**  
There isn't a defined process but one is going to be developed. Requests are not centralized.

**Q49.** Are you currently using Surveys? If so, how?

**Response:**  
Yes, we use SurveyGizmo and include a link in every closed ticket.

**Q50.** How many survey questions will be needed?

**Response:**  
Twelve (12)

**Q51.** What will trigger the surveys (closed incidents only)?

**Response:**  
Only closed incidents

**Q52.**

What processes/applications do you need to track time for?

**Response:**

None at this time. This needs to be discussed within IT

**Q53.**

Is there any approval process for time cards?

**Response:**

No

**Q54.**

Is there any automatic time cards creation process?

**Response:**

No

**Q55.**

Do you use any rates (cost) while creating time cards which then on approval creates an expense line?

**Response:**

No

**Q56.**

What kind of reports do you generate using the time cards information?

**Response:**

None

**Q57.**

Do you track time weekly/monthly?

**Response:**

No

**Q58.**

What are the maximum hours per day and per week?

**Response:**

N/A

**Q59.**

Do you have defined SLAs? If so, can you provide documentation?

**Response:**

The SLAs are defined but need to be updated and revised.

**Q60.**

What kind of reports do you require?

**Response:**

Out of the box (standard reports).

**Q61.**

Do you have any examples of custom reports that need to be recreated in SN?

**Response:**

No.

**Q62.**

Do you have new or existing Audit or Compliance requirements that you need to meet?

**Response:**

No.

**Q63.**

How many dashboards do you require (one for Service Desk, one for Infrastructure, etc.)? what types of data needs to be displayed for each?

**Response:**

Only one for the initial implementation.

**Q64.** What notifications do you need for each SN application (created, updated, resolved, closed, etc.)? Do you have any specific requirements for notification content?

**Response:** Those notifications are fine to start with. No specific requirements for content notification in the initial implementation. Default is fine.

**Q65.** What processes do you need to improve using coaching loops (incident, problem, change)? How many different groups need coaching? What conditions should trigger a coaching loop?

**Response:** Incident, problem and change for three different. Coaching triggers.

**Q66.** How many people does HCC plan to train to support ServiceNow and will they be available to participate in the project?

**Response:** Two to 3 people will be available to participate in the project.

**Q67.** Does HCC currently have a separate Request Management process in Track-It or do they use the Incident module for service requests?

**Response:** HCC uses the incident module for requests.

**Q68.** If our firm meets the small business certifications, can we self-perform all of the services and get the full five (5) points for Small Business Practices?

**Response:** Yes.

**Q69.** Does the Section 2 pricing information cover the entire requirements for "Tab 5- Price Proposal"?

**Response:** Procurement

**Q70.** Section 2 Price Proposal – What does HCC expect to be covered by “the firm fixed cost for the life of the contract”? The initial scope of services in Section 1 refers to Incident, Problem and Change with some optional areas that may be undertaken later.

**Response:** The scope of services in Section 1 incident, problem and change. All other areas may be provided as optional undertaken.

**Q71.** Do you want the Section 2/Tab 5 pricing information in the both the printed and electronic version of the proposal along with a separate file with just the pricing information? Some RFPs require that the pricing information be omitted from the overall submission.

**Response:** On the hard copy, you can include price proposal on a separate envelope and on the electronic file; you can save price proposal on another folder or file.

**Q72.** Is HCC seeking pricing to implement only those lettered items in Section 1, Item 2 on RFP page 3 (i.e. incident, problem, and change management)? Or, should proposers also include qualifications and pricing for the optional / future IT Service Management services listed?

**Response:** Qualifications and pricing for the optional / future ITSM services is not required.

**Q73.** What is HCC’s preferred training approach? On-site or train-the trainer?

**Response:** Train the trainer.

**Q74.** May offerors submit the electronic copy of their proposal in PDF format using a thumb drive? Or, does HCCS prefer a CD?

**Response:** Thumb drive is ok.

**Q75.** 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.

**Q76.**

Our project plan anticipates completing the scope 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.

**Q77.**

What are the Success Criteria to be associated with this project aside from being on-time and in-budget?

**Response:**

Provide quality deliverables specified in the RFP.

**Q78.**

Are there specific KPI's around the implementation hoping to be achieved related to the Objectives?

**Response:**

No.

**Q79.**

Does Houston Community College have one Service Desk for the enterprise or are there multiple desks?

**Response:**

There is only one IT Service Desk. Other departments will use the product to track requests. Those departments are small.

**Q80.**

How many people are on your Service Desk(s)?

**Response:**

There are ten technicians at the Service Desk. Other IT staff will be assigned tickets to process them as fulfillers

**Q81.**

Is your IT group, Level 2, Level 3, etc. centralized or de-centralized (e.g. is your infrastructure team, applications team enterprise-wide or managed within divisions/locally/regionally)?

**Response:**

Core IT (network, security, data center, applications, Service Desk) are centralized at 3100 Main.

**Q82.**

IT Techs are located at the campuses. Will other teams (non-IT) be utilizing the solution?

**Response:**

Other non-IT teams will be using ServiceNow.

**Q83.**

Is the time frame correlated to decommission of BMC Track-IT?

**Response:**

No

**Q84.**

Will Houston Community College retire BMC Track-IT at some point? If so, is there a date we should be aware of that licenses expire?

**Response:**

Yes, it expires on March 31, 2019.

**Q85.**

What tool(s) do you used to manage the Agile process?

**Response:**

None. We typically recommend the use of the Agile instance within ServiceNow can expedite the project. Please let us know if you are open to using that capability. Open to consider proposed solution.

**Q86.**

Can you share if you have specific SDLC documentation requirements for this project? (e.g. some clients have very rigorous gating documents, that we are trying to determine if required and approximate level of effort).

**Response:**

We do not have this as a requirement.

**Q87.**

How many people are on the IT team at Houston Community College? (i.e. how many people will be doing resolving issues?)

**Response:** One hundred and twenty (120) fulfillers.

**Q88.**

What tool(s) do you currently use today for ITSM other than BMC Track-IT (if any)?

**Response:** SCCM, JAMF, Absolute.

**Q89.**

If more than one, is there an expectation those would eventually migrate to ServiceNow?

**Q90.**

No.

**Q91.**

What are your standard supported/preferred browsers for desktop computing and mobile devices? Please list versions

**Response:** Internet Explorer, 11.x, Chrome 67.x

**Q92.**

How many users would be supporting the web application? (i.e., developing features, responding to service desk inquiries, etc.)

**Response:** There will be one hundred and twenty (120) fulfillers. Development will be minimal in the initial implementation. This will increase over time.

**Q93.**

Are you licensed for full Performance Analytics?

**Response:**

No.

**Q94.**

Are you planning to use Performance Analytics built into the base ServiceNow instance?



**Response:**

Yes

**Q95.**

Please confirm who you consider to be your “customers”. Are these internal (Faculty, Staff, Students) or external users (Vendors, Alumni, Parents) to Houston Community College?

**Response:**

Internal, Students Faculty and Staff.

**Q96.**

Based on your customer base, how large are each of those customer populations?

**Response:**

About five thousand (5000) Faculty and Staff; Student population is approximately sixty thousand (60,000).

**Q97.**

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.

**Q98.**

Do you utilize a Self-Service Portal in your current solution

**Response:**

No

**Q99.**

Is your intent to have all employees use an Employee Self-Service Portal?

**Response:**

Yes

**Q100.**

Do you currently have Tickets link to the CMDB in your existing solution? (e.g. specify a CI?)

**Response:**

No.

**Q101.**

Do you currently have a Change Board and process in place?

**Response:**

Yes.

**Q102.**

At what level would you assess your ITIL maturity (0-5, 5 highest maturity)?

**Response:**

Two (2).

**Q103.**

What percentage out of the box processes do you hope to utilize?

**Response:**

Ninety percent (90%) or more.

**Q104.**

Where is knowledge currently stored and shared? SharePoint, file shares In what format?

**Response:**

.pdf, .doc, .xls

**Q105.**

Do you have a defined Service Catalog? If so, how many items are in your current Service Catalog? Please provide an estimate of the number of catalog items/requests you anticipate. 200

**Response:**

No, HCC does not have a defined Service Catalog. HCC will need two hundred (200) catalog items/ requests.

**Q106.**

Where is CMDB information currently stored and shared?

**Response:** There is no central CMDB. Some Information is in SCCM, some in JAMF, some in Absolute and PeopleSoft.

**Q107.**

How many endpoints (desktops/laptops/mobile) are you managing on campus? Fac/Staff? Student?

**Response**

We don't manage student devices. There are about 15,000 PCs

**Q108.**

Do you have any endpoint management systems currently (ex BigFix, SCCM)?

**Response:**

Yes.

**Q109.**

If yes, would you like information from the endpoint management system integrated into ServiceNow?

**Response:**

Yes, you can provide information.

**Q110.**

Given, the transformative change associated with a tool replacement does Houston Community College anticipate the reimplementation will be met with enthusiasm and be given appropriate priority by all levels at Houston Community College?

**Response:**

Yes

**Q111.**

Does Houston Community College want us to propose and assist with Organizational Change Management?

**Response:**

No

**Q112.**

Does Houston Community College want us to propose and assist with training beyond ServiceNow System Administrators? If yes, what components of training would you like assistance (ex Training video and/or written documentation, workshops) and how many fulfillers and/or customers would be covered by this training?

**Response:**

No.

**Q113.**

Does Houston Community College have assigned staff to administer ServiceNow post implementation?

**Response:**

Yes.

**Q114.**

What is the timeframe for those staff to be hired and/or trained in the platform?

**Response:**

To be determined.

**Q115.**

Will BMC Track-IT be available for historical purposes? If yes, for what period of time do you expect it to be available after ServiceNow launch?

**Response:**

Yes, An export will be retained for future reference.

**Q116.**

Does the solution need to be integrated with a telephony system? If yes, what telephony system is in place?

**Response:**

No, not in the initial implementation.

**Q117.**

What LMS solution does HCC use?

**Response:**

Skillport

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