



June 25, 2024

**Addendum #1 To
Request for Proposal
RFP Service Management Platform 2024 dated June 10, 2024**

Minutes of the Pre-Proposal Conference

This Addendum must be acknowledged on Schedule D.

The pre-proposal conference for the **Service Management Platform 2024** was held on **June 24, 2024 at 2:00 p. m. (EST)** **Kim Tomaszewski** reviewed the administrative requirements of the pre-proposal package, especially concerning details such as bid due dates and who vendors may contact during the live bid process. **Curtis Kratt** of the **C & IT Service Management and Communications**, discussed the expectations and scope of work.

The pre-proposal conference attendees sign in sheet and meeting minutes are available for downloading from the University Purchasing Web Site at <http://go.wayne.edu/bids>.

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

1. This RFP included an **Optional pre-proposal meeting**.
2. The Deadline for project related questions is **June 27, 2024, 12:00 noon**.
3. **Bids are due by electronic submission on** no later than 2:00 p.m., **July 12, 2024**. The link for bid submission will be posted with the bid details at <http://go.wayne.edu/bids> beginning **June 10, 2024**.
4. **The contract(s) will be for a five-year period ending December 31, 2029**. Thereafter, the UNIVERSITY may, at its option, extend the contract, on a year-to-year basis for up to two one-year periods, December 31, 2031. VENDORS must state maximum price increases (if any) for years two and three on Cost Schedule C.
5. The University is a member of the Michigan University Self Insurance Corporation (MUSIC). Insurance requirements for Wayne State work are based on the products or services provided. For this project, a Certificate of Liability Insurance is **Required**
6. The submission form on the system will require some information and will take a few minutes to complete before you are able to submit your bid. Please be sure to allow enough time to fill this out before the bids are due.
7. Vendors may be asked to provide a demonstration of the product as part of the evaluation process and we will also probably ask to test the product.
8. This bid process is part of the requirements of our Board of Governors. It does not mean we are unhappy with the product and services thus far.
9. There are not very many native integrations in the system. Most integrations today are done through the API.
10. The University would like to continue with a Professional Services Contract with the vendor.
11. The majority of the tickets are service requests. Peak times of the year are August/September and the beginning of the year in January.
12. All the schools are working on the same system, there is not multiple systems on campus. There may be other small systems on campus, but C&IT's system is the largest. We would like others to be able to use this system rather than needing to maintain their own.
13. Anyone who is working with a forms driven system, the University wants to bring them into the system so the data is part of the University. We would like this system to be able to accommodate other divisions/departments IF they would like to have the benefits of a service management system.
14. All IT requests go thru C&IT, there is no other area that provides services; all of IT is centralized. The School of Medicine is not part of this, but their numbers are not included in the University's numbers. School of Medicine is included in this, WayneHealth is not.
15. There are 13 colleges, and these are split into three zones. Zones are made up of buildings, so ticket routing is based upon this so the person closest to the person requesting help is getting the ticket.
16. Currently there are 400 agents working with this. Currently 489 agent accounts, 21 API accounts.
17. Please review Schedule C for details. All the pages in the excel except Schedule C. does not have to be PDF'd and attached as part of the 25 pages.

18. Schedule C DOES need to be part of the PDF response and is part of the 25 pages. Schedule E has 12 parts, these are not part of the 25 pages.
19. There is a 25 page limit to the RFP Response. This includes our schedules that need to be returned to us.
20. Be sure to double check your attachments and be sure both the PDF and the Excel Files are attached before you press submit.
21. 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.
22. Parking on WSU campus lots and structures are \$9.00/access. Vendor must build parking into their lump sum bid. There is no parking allowed on the malls.
23. 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/>
24. IMPORTANT - Minutes for the Pre-Proposal Meeting are distributed and published on the website as an Addendum. Vendors are responsible for the information in this and all other Addenda, and must acknowledge each addendum in Schedule D.

All questions concerning this project must be emailed to: **Kim Tomaszewski**, Procurement & Strategic Sourcing at **313-577-3757** Email: Rfpteam3@wayne.edu by 12:00 p.m., **June 27, 2024**.

Do not contact the C & IT Service Management and Communications, or other University Units, directly as this may result in disqualification of your proposal.

Thank you,

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

CC: Jill Zeller, Curtis Kratt, Valerie Kreher, Attendees list.

Attachments: