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Division of Finance and Business Operations

July 5, 2024

## Addendum No. Two

RFP Service Management Platform 2024, dated June 10, 2024

**This Addendum must be acknowledged on Schedule D.**

Questions have been raised during the Pre-Proposal meeting held on **June 24, 2024**, for the University's RFP for **Service Management Platform 2024**, for the **C & IT Service Management and Communications**. A summary of the questions asked, and the University's responses are as follows:

- In the Table of Contents, it refers to Vendor created Exhibit 4 – Sample Management Reports, but this exhibit is not mentioned in Section F. Proposal Format. Can you confirm if we need to provide Sample Management Reports in our response?  
Response: **This is a placeholder in case any sample reports were to be included in your proposal. If none apply, please disregard.**
- Please confirm if Vendor must register as a New Vendor as outlined in Appendix 2 as part of the RFP response, or if that is only applicable to the awarded vendor once a selection has been made?  
Response: **Completing Appendix Two is at the vendors option and should be disregarded for existing University suppliers.**
- You indicate in platform specific requirements that you are looking for a solution that can integration with remote desktop support solutions, is Wayne State currently utilizing any specific remote support solutions today?  
Response: **We currently do not utilize any remote support software integration in our platform today. We are curious IF and WHICH remote desktop support solutions can integrate with your platform. At WSU we currently utilize SCCM, Zoom, Teams for remote support. Note: the integrations listed on E.4 are not requirements.**
- We do not have a concurrent licensing model. How many named technicians do you have that will need the ability to fulfill work internally?  
Response: **This was answered in the pre-bid questions. We currently have 489 agents and 21 API accounts. We suspect these numbers will grow as enterprise service management expands on campus.**
- We noticed that there is no place to put optional add-on products and pricing in cost schedule C. Can a section be added to the cost schedule C to allow us to share our additional product and pricing details?  
Response: **Yes, any, and all additional items are to be listed below the items requested so they are not included in the grand total. Note our statement in E.2 "Please list any and all features of your platform that would incur any additional license fees and if this is per install, per agent, per customer, or other."**
- We would like you provide you with a detailed scope of work (SOW) for all services included in our implementation; however, there were no specific questions asking for this. Is it okay if we provide a detailed SOW? If so, can this be provided as an additional Exhibit? Can this be excluded from the 25-page requirement? We are open to suggestion here.  
Response: **Yes, this can be provided in the vendor's Statement of Work, and should be Exhibit 3, Vendor Service Plan, and it is part of the 25-page requirement. This information should include associated costs and milestones.**
- Are all requirements listed in section III.B. 1 Platform required Day 1? If not, specifically which are in scope for this implementation project?  
Response: **These are the requirements of the solution we're looking for. The proposed solution should be able to demonstrate this in responses as well as in vendor demo.**

8. How many University staff work on end-user requests in each group listed below?
  - a. IT
  - b. Enrollment Management
  - c. Medical Examiner's Office
  - d. Non-IT Service Requests (university back-office staff)

Response: We currently have 489 agents and 21 API accounts. These numbers are approximately, IT - 200, Enrollment - 200, Medical Examiner's Office - 30, Non-IT SR - 60. We suspect non-IT SR numbers will grow as enterprise service management expands on campus.

9. Approximately how many assets/CIs exist in Servers and End user computing devices? Please reference the definitions below.

Managed IT Resource Type	Definition
Server	Any physical or virtual server
End user computing device	Common End User Computing Devices include Desktops, laptop/notebooks, tablets, thin-client & point of sale devices, etc.

Response: Today these quantities are approximately:  
 Server - 2,250  
 End user computing device - 25,520

10. How are chargebacks fed into the university financial system?  
 Response: We do not currently have an integration for chargebacks between our Service Management platform and university financial system.
11. Is an integration required to feed chargeback data into the financial system? If yes, what is the university's financial software solution?  
 Response: It would be ideal if a chargeback integration could be available for our financial system, Ellucian Banner.
12. What are the specific data sources / applications that will populate the CMDB on Day 1? Does the university require an automated technology discovery tool to populate the CMDB?  
 Response: We currently only have 2 data sources that are automated, SolarWinds and Endpoint computing, both of which are handled through our current platform's API and scripting. It is not a requirement for the new solution to have a discovery tool though we would be interested to know what is available.
13. Does the university require a student and/or public facing portal for Enrollment Management, Medical Examiner's Office, Non-IT Service Requests (university back-office staff)? If so, how many distinct portals are needed?  
 Response: There is currently single portal for IT. Enrollment Management does not currently utilize a portal but is interested in a portal presence provided it can handle unauthenticated requests. Many of their customers are not yet Wayne State affiliates. We are open to suggestions on how to accommodate a growing enterprise service management platform supporting the many schools/colleges/divisions' services to their stakeholders.
14. Problem management is not listed in the Specifications and requirements on p. 9 of the RFP, but it is listed in the Schedule E workbook. Is problem management in scope for this implementation project?  
 Response: Our current problem management process is handled outside of our current service management platform despite it being available. We need to mirror what is available in our tool today but would like to know whether the proposed solutions can accommodate problem management as we expect to utilize the new solution for problem in the future.
15. Are customer reports by OU via the self-service portal required day 1?  
 Response: No, customer reports by OU via the self-service portal are not required day 1. We would like to know if this functionality is possible based on reporting on customer attributes.
16. Are virtual agent / chat capabilities required day 1?  
 Response: These capabilities are not available/utilized in our platform today. We would like to know if the proposed solution has this functionality out-of-the-box.
17. Is CAPTCHA integration required day 1?  
 Response: CAPTCHA specifically is not required if there are other methods available to prevent spamming of non-authenticated requests.
18. What services will be included in the service catalog?  
 Response: All IT services and any other services our campus partners would like made available.

19. Are there any specific security or compliance requirements for the solution?

Response: Please provide a HECVAT questionnaire, see E.1 General. All software security is reviewed by our Information Security Office prior to contract execution.

20. Can you provide a list of the existing systems and databases that need to be integrated for the migration? Please describe their function as well.

Response: Our current feeds are: user feed from Ellucian Banner, case information added to records from Microsoft SQL Server database using platform's External Database Connection functionality.

Can you provide a breakdown of the Infrastructure (asset) quantities to be tracked? Does not have to be super detailed but a rough count of how many IP-enabled assets and how many unconnected if applicable? Does it include virtual machines, cloud infra, etc.?

Response: Today, none of our assets are IP-enabled/live in the CMDB via discovery. Network devices (via SolarWinds) and Endpoint computing are both handled through our current platform's API and scripting. The rest of the assets are manually added/managed.

These quantities are approximately:

- Server chassis - 1,026
- Virtual server - 1,188
- Computer - 25,520
- Network devices - 6,567
- A/V equipment - 5,789
- Storage - 169
- Enterprise applications - 589
- Database - 145
- Room - 25,650 (we use for consistency across campus and objects)
- Computer billing object – 84 (used to track computers/billing for departments)

21. how many different Directory/Authentication services (Entra, AD, Okta, etc.) will be required?

Response: Ideally, we would just have a single SSO integration with our internal WSU authentication platform which can accommodate any of the major SAML providers.

22. Could you please go a bit deeper on the chargeback process / requirements in Schedule C E.2 row 61? Is this referring to external vendors or internal financial operations?

Response: Internal financial operations. We are curious what, if any, chargeback capabilities are available in the proposed solution. We currently utilize reporting via "contract" objects in our current platform for internal endpoint invoices.

23. Can you provide more clarity on your RFP scoring rubric? What are the specific scoring mechanisms and associated weighting of each scoring rubric? In other words, can you provide more detail on scoring and vendor selection than what was listed on slide 14 of your PowerPoint?

Response: See RFP section II G.1.

24. Who from the team is scoring the RFP and who makes the final decisions?

Response: See RFP section II G.1.

25. Is it possible you will continue with Cherwell on prem and not select a new vendor? We know about the Cherwell end of support in 2026, but some customers have indicated they will run on an unsupported system regardless.

Response: Service management is a critical part of our business. We plan to operate on a supported solution.

26. What is the universities AI governance and compliance requirements?

Response: These are currently in development at the university.

27. Please confirm that a non-concurrent pricing model will suffice, assuming it fits within your budget

Response: A non-concurrent pricing model will suffice. All licensing models are welcomed and will be reviewed.

28. Can you share the approved budget requirements for the project?

Response: The University does not release budget details.

29. What is the External Case Management System that needs to be integrated for the Medical Examiner's Office?

Response: We do this with our current platform's External Database Connection functionality to the MEO's Microsoft SQL Server database. This integration allows us to pull information from this system to store on local records.

30. In reference to WSU's migration requirements to the new ITSM solution, can you please provide information for the following:
- a. Incident (How many tickets? Attachments?) ~483,807 (~19,448 with attachments)
  - b. Service Request (How many records?) ~404,941 (~28,779 with attachments)
  - c. Change Management (How many records?) ~ 5,681
  - d. Knowledge Management (How many articles? Attachments?) ~819 articles
  - e. Enrollment Management Cases? (How many tickets? Attachments?) ~1,139,785 (~197,397 with attachments)

The Deadline for project related questions was **June 27, 2024, 12:00 noon**.

**Bids are due by electronic submission on July 12, 2024, no later than 2:00 p.m.** The link for bid submission will be posted with the bid details at <http://go.wayne.edu/bids> beginning **June 10, 2024**.

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 **Robert Kuhn, Senior Buyer**, Email; [Rfpteam3@wayne.edu](mailto:Rfpteam3@wayne.edu).

Thank you,  
**Robert Kuhn**  
**Senior Buyer**  
*Attachments:*