

State of Connecticut

RFI # 10ITZ0117

Department of Information Technology

Request for Information

For

Service Management Tool

Issue Date:
November 2, 2010

Question Cut-Off Date:
November 9, 2010

RFI Submission Due Date:
November 19, 2010 @ 5:00 pm ET

Issued by:
The Department of Information Technology
101 East River Drive
East Hartford, CT 06108

OVERVIEW

The Department of Information Technology (DOIT) seeks information from vendors concerning capabilities available for an enterprise solution to track IT Service Management. This service management solution must follow the ITIL Framework of best practices for supporting IT processes to support our services to agencies. This solution must be flexible to meet the needs of each agency's unique processes. This solution must also be easily administered and workflows configured with a small number of resources.

This Request for Information (RFI) outlines the type of information being solicited from vendors and includes guidelines for content and format of responses.

Responses must be received no later than **November 19, 2010 @ 5:00 PM (ET)**. DOIT requests an original and three (3) hard copies, and one (1) electronic copy. Hard copies of responses may be sent to:

Department of Information Technology
ATTN: Enterprise Systems Management Domain Team
101 East River Drive
East Hartford, CT 06108

Electronic copies may be e-mailed to Service.Management.Tool@ct.gov. System timestamp for delivery no later than **November 19, 2010 5:00 PM (ET)**

STATEMENT OF PURPOSE

The purpose of this RFI is to gather company and product information from vendors of large scale service management solutions. Information being sought includes product functionality, administration configurability, hardware specifications and features including ease of use, maintenance and future enhancements.

BACKGROUND

The State of Connecticut Executive Branch provides IT support to their respective agencies, as well as, municipalities, K-12 schools, Higher Education, hospitals and private facilities. These agencies currently use a variety of Help Desk tools to track incidents, requests for service, problems and changes. Most tools were purchased off the shelf. Some agencies have developed tools in-house and others do not track at all.

The Enterprise Systems Management (ESM) Domain defines the operational aspects of IT services delivery and identifies accepted State-wide policies, practices, standards, and processes for administering, monitoring, and controlling hardware and software components of the infrastructure.

The Enterprise Systems Management domain is looking to standardize on a single solution for providing IT Service Management within the Executive Branch of the State of Connecticut. Each agency has their own processes and requirements for supporting their business. Agencies vary in maturity with established ITIL processes.

RESPONSE CONTENT

DOIT asks each respondent to provide the following information:

Company

Provide client profile information which includes resellers or implementation partners. This information will be used to gain a better understanding of the nature and capability of each respondent including their experience with state government and education entities.

General Product Information

Submit a comprehensive list of product functionality and features. Briefly describe each item.

Specifications

See Attachment A for the list of needs identified for the State of Connecticut. Address each item in the appropriate comments section.

Technology

Vendors are asked to submit a logical and physical architectural diagram of the proposed software/hardware solution. All technology submissions will be considered, as the ultimate goal is to accomplish the business objectives. All third party or proprietary hardware or software should be identified with respective technical specifications.

If services such as application development, product installation and training are also available these should be identified. Any and all rates for these services, if not part of the purchase price, should be identified.

Pricing

See Attachment B for the cost worksheet.

PRESENTATIONS

RFI responses will be reviewed by the Enterprise Systems Management Domain team, which includes participants from the Department of Information Technology and State of Connecticut Executive Branch agencies. Vendors may be invited to make oral presentations should the RFI team wish to further investigate certain functional areas. Only clearly written, concise and well organized responses will be considered. A standardized script and presentation format will be provided to each invitee.

Only a limited number of firms will be invited to make presentations. It is possible that some respondents will not be invited due to logistical and time constraints. Webinar presentations are acceptable at vendor expense and provided the vendor makes the appropriate arrangements. All in person presentations will occur on State of Connecticut premises.

Presentations are conducted solely for information gathering purposes are not used in any way to make selections.

Those firms not invited to participate in the RFI presentations still have an equal opportunity to compete in any future bids or RFP's.

Presentations will be scheduled the week of December 6, 2010.

DISCLAIMERS

The Department is asking for responses to this RFI for informational purposes only and will not be obligated in any way to use any of the information received. Vendors responding to this RFI will not be compensated in any way. Also, responding to this RFI will not enhance any vendor's chances of receiving future work from the Department. Similarly, not responding to this RFI will not be a detriment to any vendor when competing for future work. All RFI responses submitted by vendors will become the property of the State of Connecticut.

In addition, the Department will not be providing feedback regarding the quality or suitability of the vendor's solution to any subsequent bid or RFP. The Department may, however, contact individual respondents for clarification of information contained in their response to this RFI. Vendors may provide DOIT with references to organizations with operating product installations, but the state reserves the right to accept or decline any such referrals.

Due regard will be given for protection of proprietary information contained in all responses received; however, vendors should be aware that all materials associated with the RFI are subject to the terms of the Freedom of Information Act (FOIA) and all rules, regulations and interpretations resulting from. It will not be sufficient for vendors to merely state in general terms that the response is proprietary in nature and, therefore, not subject to

release to third parties. Any response that makes such a general or overarching claim may not be reviewed. Those particular sentences, paragraphs, pages or sections which a vendor believes to be exempt from disclosure under the Act must be specifically identified as such.

QUESTIONS

All questions should be directed to: Service.Management.Tool@ct.gov. All questions are due by November 9, 2010 @3:00PM (ET) and answers will be posted on the State Contracting Portal which is accessible from the DOIT Website as soon possible thereafter. (the answers will be an amendment to RFI# 10ITZ0117)

ATTACHMENT A Specifications

When responding to each of the following, if the function is not included in the base product, indicate the module that includes that function.

1 - Application Security

Item	Specification	Provided Y/N	Comment
1.1	Follow best practice OWASP standards?		
1.2	Complies with FIPS standards?		
1.3	Authenticates against a pre-existing AD?		
1.4	Authenticates against a user table?		
1.5	Maintain the integrity of the ticket's history?		
1.6	Captures public (viewable to the customer) vs. private notes in ticket?		
1.7	Provides record protection based on assignee?		
1.8	Database encryption?		
1.9	Can attachments be white or black listed based on file extensions?		
1.10	Integrates with any Identity Access Management solutions?		

2 - Infrastructure

Item	Specification	Provided Y/N	Comment
2.1	Supports a web client?		
2.2	Support a local client?		
2.3	Please provide the functionality differences between web vs. client.		
2.4	Offers scalability for agencies who want an ITIL Enterprise Systems Management solution vs. agencies who want a Help Desk tool?		
2.5	Allows for delegating administration authority?		
2.6	Can tickets be locked from other agencies?		
2.7	Supports multiple Help Desks within an agency?		
2.8	Does the user interface designed for mobile devices allow for viewing and updating tickets?		
2.9	Offers a RDBMS solution?		
2.10	Uses standard database best practices. Refer to CTEA-TA for standards: http://www.ct.gov/doit/cwp/view.asp?a=1245&q=462024&doitNav=		
2.11	Provide recommended best practices for hardware requirements.		
2.12	Provide software requirements.		
2.13	Does the application work in a virtual environment?		
2.14	What is recommended OS?		

3 - Integration

Item	Specification	Provided Y/N	Comment
3.1	Automated ticket creation from an e-mail?		
3.1.a	From a user?		
3.1.b	From a CI?		
3.2	Can rules be defined to determine whether a ticket should be created based on content of an e-mail?		
3.3	Can a Help Desk agent respond back to a customer from within the product?		
3.4	Does the e-mail conversation between the Help Desk agent and customer get captured in the ticket?		
3.5	Does the customer have the ability to update a known ticket via e-mail?		
3.6	Integrated password reset capability for Level 0 support?		
3.7	Allows direct database access for 3 rd party applications?		

4- Administration

Item	Specification	Provided Y/N	Comment
4.1	Provide information on how many Full Time Employees (FTEs) it takes to support this product based on each module/ number of users?		
4.2	Explain what determines the number of FTEs it will take to manage the product.		
4.3	List administration duties that can only be performed on the application server.		
4.4	Can administration authority be delegated to individual agencies to implement their own processes and requirements in supporting their business?		
4.4	Can the user interface be customized based on role?		
4.5	Can a pre-filled template (quick entry) be created for use with common tickets?		
4.6	Create customizable forms?		
4.7	Can a customized notification script be created to notify customers of a ticket opened or a ticket closed?		
4.8	Can a customized notification be triggered based on type of event?		
4.9	Can a customized notification be sent based on priority?		
4.10	Can customizable escalation rules be triggered based on the following:		
4.11.a	Time Interval?		
4.11.b	CI?		
4.11.c	Priority?		

4.11.d	SLA Compliance?		
4.12	Can a customizable dashboard be created based on role?		
4.13	Can a customizable dashboard be created based on user?		
4.14	Are color codes or symbols used to differentiate priority or severity?		
4.15	Is there a workflow design tool?		
4.16	Can define and enforce processes?		
4.17	Concurrent updates to data fields across multiple records?		
4.18	Customizable Help Facility?		

5 - Communication

Item	Specification	Provided Y/N	Comment
5.1	Notification to assignee's via the following:		
5.1.a	E-Mail?		
5.1.b	Blackberry?		
5.1.c	Cell?		
5.1.d	Phone?		
5.1.e	Pager?		
5.1.f	Smart Devices		
5.2	Notification to customer of ticket opened/closed?		
5.3	Link within notification e-mail to view or update ticket information for IT support personnel?		
5.4	Link within notification e-mail to view or update ticket information for customer?		

6 - Functionality

Item	Specification	Provided Y/N	Comment
6.1	Open and update multiple tickets at one time?		
6.2	Route a ticket to a group?		
6.3	Route a ticket to an individual?		
6.4	Can routing rules be customizable?		
6.5	Common queue for support areas to see tickets?		
6.6	Ability to reassign ticket?		
6.7	Ability to add comments to non-ticket records like Users, CI's, Locations, etc.?		
6.8	Attach multiple attachments to a ticket?		
6.9	Describe the security of files saved as attachments.		
6.10	Link tickets?		
6.11	Customize or set defaults of what is printed in a ticket?		
6.12	Are query building tools available?		

6.13	Does the query builder interface vary dependent on the user knowledge? “Simple Builder” for customers vs. “Advanced Builder” for technicians to enter SQL queries.		
6.14	Search free form text fields?		
6.15	Wild cards searches allowed?		
6.16	Quick search available for common data fields?		

7 - Reporting

Item	Specification	Provided Y/N	Comment
7.1	Please supply a list of canned reports?		
7.2	Create custom queries by support personnel?		
7.3	Create custom queries by support group?		
7.4	Track and report on the history of a ticket for auditing?		
7.5	Create custom reports?		
7.6	Performance metrics based on SLAs? (Uptime/Success rates)		
7.7	Capture Level 0 support?		
7.8	Can the product publish real time data on a web page?		
7.9	Export reports to common file types?		
7.10	Display reports graphically?		
7.11	Integrate reports into dashboard?		
7.12	What third party reporting tools do you support?		

8 - Knowledge Base

Item	Specification	Provided Y/N	Comment
8.1	Describe how knowledge base articles are hosted.		
8.2	Describe the search methodology of a knowledge base.		
8.3	Interactive knowledge base to assist with resolution?		
8.4	Auto-load existing Standard Operating Procedures (SOP) into knowledge base?		
8.5	Key off of knowledge base as description is typed?		
8.6	Flags open tickets as you create a new ticket with the same issue?		
8.7	Ability for a non-administrator to add an SOP into the knowledge base?		
8.8	Ability to create/publish knowledge base articles on the fly?		
8.9	Can articles go through an approval process?		
8.10	Can records be published as knowledge base articles?		
8.11	Auto-populates records with information provided using knowledge base?		

8.12	Describe the security of knowledge base articles. Access to knowledge base dependent on user role? Or Flag knowledge base articles with levels of access?		
8.13	Multimedia capabilities included and to what extent?		
8.14	Searchable Application Help Facility?		

9 - Customer Interface

Item	Specification	Provided Y/N	Comment
9.1	Supports unknown customer/user?		
9.2	Supports guest customer/user?		
9.3	Do user accounts need to be pre-registered to access the customer interface?		
9.4	Customer can route to appropriate Help Desk?		
9.5	Customer can create tickets?		
9.6	Customer can send attachments to tickets?		
9.7	Customer can update tickets?		
9.8	Customer can search tickets?		
9.9	Customer has the ability to look up the status of tickets?		
9.10	Customer can view ticket(s) by agency or individual?		
9.11	Customer can create custom queries?		
9.12	Customer can view “public” notes?		
9.13	Customize what customer can view in ticket?		
9.14	Interactive knowledge base for customer use?		
9.15	Ticket notification e-mails specifically designed for customers?		
9.16	Link within notification to view or update ticket information?		
9.17	Customized customer dashboard?		
9.18	Customer satisfaction surveys included?		
9.19	Can customer satisfaction surveys be sent automatically?		
9.20	Can survey results be collected by the application?		

10 - Incident Management

Item	Specification	Provided Y/N	Comment
10.1	Provide details on Incident Management features.		
10.2	Automatically prioritize a ticket through rules based on the details within the record?		
10.3	Ability to accept traps or alerts from network management tools to capture and create incident tickets? Refer to CTEA-TA standards for tools: http://www.ct.gov/doit/cwp/view.asp?a=1245&q=462024&doitNav= 		
10.4	Auto close tickets (from 10.2) once self corrected?		

10.5	How are multiple calls for a single incident handled?		
10.6	Broadcast messaging to customers via agency or group?		
10.7	Automatic broadcasting?		
10.8	Describe how the broadcast message is triggered and sent.		

11- Problem Management

Item	Specification	Provided Y/N	Comment
11.1	Provide details on Problem Management features.		
11.2	Incorporates a RCA tool?		
11.3	Create assignments that can be tracked and reported on?		

12 - Request Management

Item	Specification	Provided Y/N	Comment
12.1	Provide details on Request Management features.		
12.2	Create multiple assignments within a single request?		
12.3	Create a customizable workflow/templates for complex requests?		
12.4	For complex requests; ability to do multiple sequential assignments and concurrent assignments?		

13 - Change Management

Item	Specification	Provided Y/N	Comment
13.1	Provide details on Change Management features.		
13.2	Includes an integrated change management calendar or scheduling tool?		
13.3	Change entry comparison – compares to other changes to see if there are conflicts?		
13.4	Multiple levels of approval – supervisor to change manager?		
13.5	Can approvals be made by e-mail?		
13.6	Multiple change types?		
13.7	Ability to capture estimated vs. actual change time to complete change?		
13.8	Ability to streamline required date fields?		
13.9	Ability to raise incidents or requests to a Change ticket?		
13.10	Includes a change plan?		
13.11	Includes test plan?		
13.12	Includes back-out plan?		
13.13	Customizable Risk Assessment based on change?		

14 - Service Level Management

Item	Specification	Provided Y/N	Comment
14.1	Provide details on Service Level Management features.		
14.2	Support multiple agreements per Agency based on service?		
14.3	Define SLAs in CMDB (pseudo ids: logical, virtual or physical)?		
14.4	Notification of SLA violations?		

15 - Asset Management

Item	Specification	Provided Y/N	Comment
15.1	Provide details on CMDB features.		
15.2	Provide details on Asset Management features.		
15.3	Includes or supports APIs to import data from 3 rd party databases?		
15.4	Supports Dependability mapping (Parent/Child relationships) – ie. Server goes down, what apps are affected/what customers are affected		
15.5	Provides a standard naming convention drop-down table for inventory data entry types to eliminate typos or abbreviations?		
15.6	Captures asset support info. – ie. 24x7 vs. normal business hours, critical vs. standard?		
15.7	Captures maintenance vs. warranty information? Including who supports assets and time period of coverage?		
15.8	Alerts for maintenance/warranty items expiring?		
15.9	Can asset be discovered?		
15.10	What is the method used to discover assets?		
15.11	Ability to make global changes in the inventory data tables? Example: When multiple configuration items move from warranty to extended maintenance and the contact and duration for maintenance needs to be updated.		
15.12	Ability to define required data fields when updating or creating an asset? Example: Software and licenses have to be entered together or capital equipment serial number has to have an associated asset tag number.		
15.13	Discovered assets saved to separate queues?		
15.14	Discovered asset queues categorized as new, matching to an existing asset, missing/not found, unidentified		
15.15	Auditing or scanning of equipment IP's on the network can provide reconciliation with existing inventory records?		

15.16	Identification of an inventory item with physical location and user?		
15.17	Multiple reporting keys for example, sequential, asset tag, serial number, workstation or component host name?		
15.18	Ability to transfer assets to inventory or ignore them?		
15.19	History with dates of discovery?		
15.20	Ability to set audit scan criteria for file types?		
15.21	Ability to specify acceptable/unacceptable applications, unidentified applications and unlicensed applications?		
15.22	Ability to schedule automated audits?		
15.23	Ability to audit on demand for a specified asset?		
15.24	Ability to exclude assets from audits?		
15.25	A queue of assets scheduled for audit?		
15.26	A history queue of recently audited assets that identifies successful/unsuccessful audits?		
15.27	Provides details on why an audit failed?		

16 - Other

Item	Specification	Provided Y/N	Comment
16.1	ITIL v3 compliant?		
16.2	Meets accessibility standards: Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d), Subpart B -- Technical Standards, part § 1194.22 Web-based intranet and internet information and applications. The technical standards are located at: http://www.section508.gov/index.cfm?FuseAction=Content&ID=12#Web		
16.3	Is product available through GSA?		
16.4	What was the release date of the current version of the application?		
16.5	Listed in Gartner's Magic Quadrant for the IT Service Desk?		
16.6	Provide hours of support.		
16.7	Provide response and resolution times for support.		
16.8	Provide release schedule for major and minor releases.		
16.9	What are the required resources to deploy the application?		
16.10	What's the normal time it takes to deploy the application?		
16.11	List available documentation for end users, system administrators and customization.		

ATTACHMENT B
Pricing

17 - Pricing

Item	Specification	Comment
17.1	Provide pricing models for base product.	Site/Enterprise vs. per seat vs. concurrent
17.2	Provide what modules are included in the base product.	
17.3	Provide add-on modules and costs.	
17.4	Provide maintenance costs and schedule.	
17.5	Provide training costs.	
17.6	Provide professional services costs.	
17.7	Provide recommendations for professional services.	
17.8	Provide deployment costs.	