Questions and Answers

RFP-24-0030 [NeighborWorks ResolveIT ITSM/CMDB Cloud Based PaaS Management System

July 26, 2024

Question	Answer
1. Does the limit of 10 pages include all the sections mentioned in the submission format?	The 10 pages should include the executive summary, solution overview, project plan and timeline
2. There is no section in the submission format with the name "Technical Proposal" so in which section do we need to cover the technical proposal?	In the solution overview
3. In which section given in the submission format, shall we cover the Customer references?	Customer References can be an addendum
4. How many ITSM agents will work on the ITSM tickets? License cost will be mentioned accordingly.	30 users that actively monitor and close tickets within our current system.
5. Is there a preferred engagement model (options below) in which we are expecting this implementation to be delivered? This will help us to provide the cost efficiently. 1. Fully onsite model (Most expensive) 2. Fully remote onshore model 3. Blended/Mix of offshore + onshore. 4. Fully remote offshore model with overlapping US working hours (Least expensive)	#2 - Fully remote onshore model
6. What are the implementation timelines of the project?	Vendor should propose a timeline in the project plan and timeline section.
7. What Is the current ITSM setup from which migration will be happened to the new ITSM setup	NeighborWorks currently uses RemedyForce as the asset management and support desk ticketing system.

Question	Answer
8. Please clarify the due date. Page one lists 07/19/2024.	The due date for submittal is 8/2/24. The amended date will be posted in the portal. Thank you for pointing that out.
9. On page 6, it says the proposal has a 10 page limit. On page 21, it says Section B (pricing information) must be submitted as a separate file. Does Section B count toward the 10 page limit?	The pricing file is not counted towards the proposal limit.
10. Does Attachment B "Third Party Information Gathering Questionnaire" need to be included with the submission? If so, as a separate file similar to Section B? And if Attachment B is required, does it count toward the 10 page limit?	The Third Party Information Questionnaire does not count towards the proposal limit. The questionnaire should be submitted as a separate file with the proposal.
11. Would you be able to increase the 10 page limit to ensure comprehensive coverage of all necessary requirements?	Any additional highlights you would like to convey can be added in an addendum.
12. Due to page limitation, can we provide attachments, such as detailed SOW and engagement timeline, without it counting toward the 10 page limit?	Yes.
13. Can you provide the number of technology assets and their types?	Responded in question 24 answer
14. Can you provide the number of migration requirements for the following items? • Incident tickets and attachments • Service Request records and attachments • Change Management records • Knowledge Management articles and attachments • Additional migration requirements	All totals are subject to change Incident Tickets: 1 year of data Service Requests: 1 year of data Change Management records: 6 months of data Knowledge Management Articles & Attachments will remain housed in ScribeHow, Bitable, and TEAMS (SharePoint Online).
15. Can you provide a list of existing IT tools and integration requirements with the new ITSM tool?	We currently have a separate support desk system that is on the Salesforce platform. This system will need to be integrated with the ITSM tool.
16. On page 5, under ITOM requirements, are you looking for a new network monitoring solution? Or for the new ITSM tool to provide a dashboard that connects/integrates to a network monitoring tool?	This is not needed at this time.

Question	Answer
If requiring a connection, what is the network monitoring tool?	
17. For the new ITSM solution, how many IT agents and non-IT agents (those working tickets in other departments besides IT, such as HR, Finance, Facilities, etc.) will be needed?	Answered in question number 4.
18. What is the current tool NeighborWorks America is using for their IT Service Management?	RemedyForce
19. For implementation, do you want on shore, off shore or hybrid?	On shore
20. What are the challenges are you facing in your current ITSM system?	Lack of automation, difficulty in creating dashboards and reports, lack of training and support.
21. What are the top categories of requests raised by employees? E.g. Asset requests, Access requests, software installation etc. Please provide the number of catalog items you envisaged to have in ServiceNow?	Top categories of requests are: Software Installation, Access requests, Password Reset, Hardware (laptop) Issues, Login connectivity issues.
22. What are the channels used by the end user to raise the requests/incidents? • Service Portal • Call • Email/shared mailbox • Chatbot • Mobile app • Others	Self Service Portal Call Email
23. Please share the purpose, integration method and target application (ITSM/CSM/CMDB etc.) • Internal Employees Service Desk • User directory (such as AD) • Infrastructure Monitoring tools • Auto-discovery of infrastructure assets (CMDB) • Hardware Asset Management	Please provide more detail to what is being requested.

Question	Answer
- Software license Management - Endpoint Management (such as SCCM, JAMF etc.) - Procurement (e.g. SAP, Oracle) - Human Capital Management (HR) - Reporting (such as Power BI)	
24. Please provide the count on Infrastructure details - Data centers - locations - Servers - Hypervisor - VMWare, Hyper-v, Openshift, Kubernetes etc. - Virtual Servers - Windows/Linux/AIX etc - Physical servers - Storage appliances & Types - EMC/Dell/IBM, SAN/NAS etc. - Network appliances & Types - Firewall/Router/Switch etc. - End user devices (Laptop/Mobile/Tablets etc.) - Total number of employees (external & internal) - Team size - handling ITAM process	The following site information is subject to change: - Data Centers: 6 data centers - Locations: DC, Kansas City, Denver, NY, Boston - Servers: 134 in AVS, 3 each remote site (12) , Azure 10, 2 servers DC - Hypervisor: 1 esxihost each remote location (4), 1 esxihost in DC (all vmware), 5 vmware host in AVS (or 1 cluster, however we want to define) - Virtual Servers: 158 - Physical Servers: Hypervisors: 5 - Storage appliances & Types: N/A - Network appliances & Types - - DC 13 switches 2 meraki firewalls 2 ftd 2 nexus + fabric extender (4) 35 APs 2 AW sensors 2 Lumen ISP Device 1 Crown Castle ISP Device - Kansas City 1 Meraki Firewall 2 Catalyst switches 4 APs - Boston 2 Meraki Firewalls 2 Catalyst switches 2 wireless controllers 5 APs

Question	Answer
	o Denver o 1 ISP device o 1 Meraki Firewall o 2 Catalyst Switches o 3 APs o New York o 1 ISP device o 1 Meraki Firewall o 2 Catalyst Switches o 4 APs • End user devices (Laptop/Mobile/Tablets etc.) o 215 iphones, 319 windows devices, 3 MACs • Total number of employees (external & internal): 300 • Team size - handling ITAM process: 30
25. Do you currently possess a Configuration Management Database (CMDB)? If not, would you like to explore discovering your infrastructure using ServiceNow Discovery? Please confirm whether CMDB will be build through manual Upload or by Integration with the tool you are currently leveraging?	RemedyForce is the current CMDB tool in use. It is at the end of life and being replaced. Yes, we would like to explore Discovery. The current CMDB has not been maintained, the vendor should propose the best practice in their proposal.
26. Will it be a multi-source CMDB? If yes, what are the integration sources?	Plausible integration sources would be Procurement, Finance, Active Directory, Azure, Intune
27. How many service maps are you looking to configure within ServiceNow? Does it cover all critical business applications?	Will need vendor to propose and prioritize which service maps would provide the most value to NeighborWorks, and at what phase based on resource skillset and complexity of implementation.
28. How many event monitoring sources are integrated? What is the current event correlation ratio and outage avoidance index?	No event monitoring sources are integrated in the current system.
29. Are there any SIEM (security incident & event information) tools in place? E.g. Qradar, Arcsight etc.	NeighborWorks uses a third-party managed SOC (Arctic Wolf)
30. How many Monitoring tools/Event Sources will the customer be integrating to ServiceNow? Kindly, name them if possible	NeighborWorks cannot answer this question at this moment.

Question	Answer
31. How many licenses will be required? Our solution provides Universal Licenses that are required for users that will work incoming tickets/requests, as well as managing reports. Requesters are free and unlimited.	Answered in question 4.
32. Can we provide additional pricing options in our own format? This may include additional licensing components that may be advantageous to your needs.	Vendors need to complete the pricing Schedule as provided. Additional offerings can be provided in your own format as an addendum.
33. How many references would you prefer?	Minimum 3
34. What solutions are you using today for Network/Infrastructure Monitoring, ITSM, CMDB and ITOM?	Currently the CMDB and ITSM are not monitored. The vendor can submit in their proposal a design for implementing a tool.
35. Is this RFP required before renewing with your current provider?	No.
36. Why is Neighborworks interested in moving from current solutions?	NeighborWorks is seeking to enhance our IT operations, improve service delivery, and optimize the management of IT resources and configurations.
37. If a solution is not able to fulfill all the requirements in a standalone product, are you open to integration capabilities or are you only seeking an all-in-one solution?	NeighborWorks is seeking an all-in-one solution.
38. Can you clarify if the Vendor needs to complete the Third-Party Information Gathering Questionnaire if we will not utilize any third-party vendors in any part of this initiative?	Yes, you would complete the form as a third-party vendor to NeighborWorks America.
39. What is the current ITSM system?	NeighborWorks does not currently utilize an ITSM system.
40. Do you envision migrating data from the old system to new?	We anticipate migrating service tickets, incident tickets, and Change tickets and assets based on our data retention policy.
41. Do you have a tentative deadline for the completion of the services?	The deadline will be based on the vendor proposal timeline.
42. Are there any restrictions for using near-shore resources?	Please provide more detail on this question.
43. Does the organization use any Atlassian products? Do you have a system to communicate system statuses?	No, we do not have any Atlassian products. We have MS Project Online, MS Planner, and DevOps as our status communication systems.

Question	Answer
44. What knowledge base and/or document management solutions do you expect to integrate with?	ScribeHow, Bitable, and SharePoint Online
45. What products/integrations are used with the current systems? What integrations are must have?	The current system does not integrate with other products. The proposed system should have the capability to integrate with API or connectors to finance (NetSuite), Active Directory, Intune, procurement (PRISM), O365 as an initial list.
46. How many Agents (Service Desk Team) will use the solution to provide services?	Answered in question number 4