



## 300-2023 A ADDENDUM 2

### PROVISION OF INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM) SOLUTION

#### **URGENT**

**PLEASE FORWARD THIS DOCUMENT TO WHOEVER IS IN POSSESSION OF THE BID/PROPOSAL**

ISSUED: Oct 30, 2023  
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**THIS ADDENDUM SHALL BE INCORPORATED INTO THE BID/PROPOSAL AND SHALL FORM A PART OF THE CONTRACT DOCUMENTS**

Template Version: Add 2021-03-05

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**Please note the following and attached changes, corrections, additions, deletions, information and/or instructions in connection with the Bid/Proposal, and be governed accordingly. Failure to acknowledge receipt of this Addendum in Paragraph 10 of Form A: Bid/Proposal may render your Bid/Proposal non-responsive.**

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#### **SCHEDULE C - INTENT TO BID FORM**

Replace: 300-2023 A\_Schedule C – Intent to Bid Form with 300-2023 A\_Addendum 2- Schedule C (R1) – Intent to Bid Form.

The following is a summary of changes incorporated in the replacement Form A: Bid/Proposal:

Schedule C(R1): Added C4 Addenda.

#### **SECTION 3 - RFP PROCESS STAGES**

Add: 3.5.6

3.5.6 All prices stated by a Proponent in their Pricing Proposal should be stated in Canadian funds. If the Proponents submits prices in a currency other than Canadian funds, such amount shall be converted into Canadian funds at the Daily Exchange Rate published by the Bank of Canada for the Calendar Day on which the Pricing Proposal was submitted to the City.

#### **SECTION 11: DEFINITIONS**

Add: 11.1.5

11.1.5 Any reference to dollar amounts within this RFP shall be read as referring to Canadian Dollars, including (but not limited to) the Affordability Threshold cited in Schedule B (in the "Affordability Threshold" tab).

#### **QUESTIONS AND ANSWERS**

Q1: How is the existing service request and change approval process structured today?

A1: The City does not have a service request or change approval process within the current ITSM solution presently.

Q2: How are SLAs defined today? How are they based on in regards to working hours or types of tickets coming in?

A2: We have a variety of departmental SLA's defined based on priority, incident/service request and working hours which ranges from 5x9, 7x16 and 7x24.

Q3: What are example KPIs that are being reported or that you would like to report on in the future?

A3: Example KPI's may include breached SLA's, open tickets based on priority, Service Desk resolved. Future KPI's to report on can be a discussion further into the RFP process and the capabilities of the ITSM Solution.

Q4: What are to most common software vendors you work with today as you are trying optimize software spend?

A4: The City maintains a vendor-neutral approach when it comes to software procurement. We do have some standards around productivity suites (Microsoft), our approach is vendor agnostic for other software solutions.

Q5: What tools are needed for password reset scenarios?

A5: The City requires a self service, customer portal to initiate password resets, and to interface with our Active Directory and/or Identity Management Solution (ManageEngine ADSelfServicePlus) to either reset passwords or unlock accounts.

Q6: How does the onboarding/offboarding procedures work today? Are there diagrams of the teams, tasks, and systems involved in today's process that we can reference?

A6: The City currently has an operational reference which defines the steps needed to off-board an employee. On-boarding is a work in progress at this time and are currently working on defined steps.

Q7: Is AI an area of interest today? Whether that is a AI chat solution for citizens to engage in on a portal, an internal chat solution embedded in a tool such as Microsoft Teams, or AI recommendations on how to respond and resolve a ticket as an agent?

A7: The Proponent can present AI functionality in the upcoming stages of the RFP.

Q8: What monitoring tools or notification tools are you using today regarding outages, alerts, and on-call scenarios?

A8: Broadcom Unified Infrastructure Management (Nimsoft) monitoring, Thousand Eyes, ITSM SLA breach notifications are examples

Q9: Is project management important today? If so, what tools and details can you share around your existing project management processes in regard to IT or other non-IT departments?

A9: Delivering a project management tool is not in scope for this engagement.

Q10: How are assets managed today? With asset management not in scope for the initial project. Is the long-term goal to have asset management and ticketing under the same platform?

A10: Assets are managed with different tools today. The City would be interested in asset management and ticketing in the same platform depending on a cost/benefit analysis.

Q11: In addition to Active Directory and PeopleSoft, are there any other integrations that are a must-have or nice to have?

A11: For scope purposes, the two listed are must haves for integration.

Q12: Our company offers a “named” licensing model versus concurrent...Can you please share the total number of named users who will be working on and resolving tickets? This number should not include those submitting tickets or just need view access.

A12: The City requires 400 named users.