REQUEST FOR PROPOSAL #2019-039
Consulting Services: ITSM/PPM Business Analyst
RESPONSE ADDENDUM #01

CLARIFICATION

Response Submission Deadline modified to February 20, 2019 at 5:00 pm EST

QUESTIONS

1. Is there a current ITSM/PPM system in place that has data/information on past performance of the processes in scope?
Answer: Predominantly no. Jira Service Desk was implemented last summer with a light ITIL approach built into flow that can inform some aspects of performance.

2. With the pending update of the ITIL framework in February, will the focus of the ITSM portion still be based on ITIL V3?
Answer:
   Likely yes on V3. However, recommendation here would be beneficial.

3. Has UMS identified members of the Oversight Committee? If yes, please provide information regarding the types of representation that will be on the Committee.
Answer:
   We know at a minimum, Unified Help Desk, Project Management Office, Department currently managing Jira Service Desk, and Assoc CIO. Other resources can be added if deemed necessary.

4. Who is the Executive Sponsor(s) for this project at UMS?
Answer: David Demers, UMS CIO

5. Will the consultant selected for this project be eligible to bid on any potential future RFPs for consulting services related to the procurement phase and/or implementation phase of the ITSM/PPM system?
Answer: Yes

6. Does UMS seek an individual business analyst, or will a team approach be considered?
Answer: Either approach will be considered.

7. Has UMS, or some of the institutions that make up UMS, already conducted vendor demonstrations with potential ITSM/PPM vendors?
Answer: Yes

8. Do you have a budget estimate or not-to-exceed threshold for this project that you can share? If yes, please provide detail.

Answer: The not-to-exceed budget threshold is $85,000.