



**REQUEST FOR PROPOSALS (RFP)
INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM)
HELP DESK SOLUTION**

FOR THE CITY OF STOCKTON, CALIFORNIA

(PUR 14-035)

**PROPOSALS WILL BE RECEIVED UNTIL THE HOUR OF
2:00 O'CLOCK P.M., THURSDAY, APRIL 9, 2015,
IN THE OFFICE OF THE CITY CLERK,
FIRST FLOOR, CITY HALL, 425 NORTH EL DORADO STREET,
STOCKTON, CALIFORNIA 95202-1997**



REQUEST FOR PROPOSALS (RFP)
ITSM HELP DESK SOLUTION
FOR THE CITY OF STOCKTON, CALIFORNIA
(PUR 14-035)

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NOTICE INVITING PROPOSALS

NOTICE IS HEREBY GIVEN that Request for Proposals (RFP) are invited by the City of Stockton, California for specifications for **ITSM HELP DESK SOLUTION (PUR 14-035)** in strict accordance with the specifications.

The City of Stockton is seeking complete responses from Proponents who possess the organizational, functional, and technical capabilities to implement and support a hosted or on-premise Information Technology Service Management system.

Proposal forms and specifications are available on the City's web site at www.stocktongov.com/bidflash and must be delivered to the Office of the City Clerk, City Hall, 425 North El Dorado Street, Stockton, up to but not later than, **Thursday, April 9, 2015, at 2:00 p.m.**

The City reserves the right to reject any and/or all proposals received.

Information on Technical Data

Jim Limbaugh, Information Technology
(209) 937-5483
e-mail: Jim.Limbaugh@stocktongov.com

Information on RFP Process/Clarification

Michelle Kaufman, Purchasing
(209) 937-8358
e-mail: Michelle.Kaufman@stocktongov.com

DISCLAIMER: The City does not assume any liability of responsibility for errors/omissions in any document transmitted electronically.

Dated: March 14, 2015

//s//BONNIE PAIGE
CITY CLERK OF THE CITY OF STOCKTON

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PROPONENT'S CHECKLIST
CITY OF STOCKTON / PURCHASING DIVISION

Did You:

- * ___ Complete the following proposal documents (FROM THIS PACKET ONLY SUBMIT PAGES 40 to 42 AND PLACE IN THE FRONT OF YOUR PROPOSAL):
 - * ___ Sign and notarize by jurat certificate the "Non-Collusion Affidavit" form. An "All-Purpose Acknowledgment" form will not be sufficient.
 - * ___ Complete and sign a "Proponent's Fee Schedule" form, (under separate cover).
 - * ___ Sign the "Proponent's Agreement" form. **Include (with proposal) name and e-mail address for City contact, if different from signateree.**
 - * ___ Include your proposal, as outlined in these specifications.
 - * ___ Submit one (1) ORIGINAL of all proposal documents (unbound, no staples). Additionally, submit one (1) CD with an electronic version of the proposal.
- * ___ Review all clarifications/questions/answers on the City's website at www.stocktongov.com/bidflash.
- * ___ Deliver sealed proposal to City Hall, City Clerk's Office (1st floor), 425 North El Dorado Street, Stockton, CA 95202, before **April 9, 2015, at 2:00 p.m.** Sealed proposal shall be marked "Proposal" and indicate project name, number, and proposal opening date (in the same format below). Please note that some overnight delivery services do not deliver directly to the City Clerk's Office. This could result in the proposal arriving in the City Clerk's Office after the proposal opening deadline and therefore not being accepted.
 - A) "RFP – TO PROVIDE ITSM HELP DESK SOLUTION"
 - B) PUR 14-035
 - C) APRIL 9, 2015

CONTACT INFORMATION:

Information on Technical Data	Information on Bid Process/Clarification
Jim Limbaugh, Information Technology (209) 937-5483 e-mail: Jim.Limbaugh@stocktongov.com	Michelle Kaufman, Purchasing (209) 937-8358 e-mail: Michelle.Kaufman@stocktongov.com

*If not completed as required, your proposal may be rejected.

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1.0 GENERAL INFORMATION

1.1 REQUEST FOR PROPOSAL (RFP) PROCESS

The purpose of this Request for Proposal (RFP) is to request proponents to present their qualifications and capabilities to provide ITSM HELP DESK SOLUTION (PUR 14-035) for the City of Stockton.

1.2 INVITATION TO SUBMIT A PROPOSAL

Proposals shall be submitted no later than 2:00 p.m., on Thursday, April 9, 2015, in the office of:

CITY CLERK
CITY OF STOCKTON
425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997

One (1) original proposal shall be submitted. Additionally, submit one (1) CD with an electronic version of the proposal. The proposal should be firmly sealed in an envelope which shall be clearly marked on the outside, "ITSM HELP DESK SOLUTION for the City of Stockton (PUR 14-035)." Any proposal received after the due date and time indicated may not be accepted and may be rejected and returned, unopened, to the proponent.

1.3 LOCAL BUSINESS PREFERENCE

Stockton Municipal Code Section 3.68.090 reads as follows:

Preference shall be given to the purchase of supplies, materials, equipment, and contractual services from local merchants, quality and price being equal. Local merchants who have a physical business location within the boundaries of San Joaquin County, and who have applied for and paid a business license tax and registration fee pursuant to Stockton Municipal Code Title 5, Chapter [5.08](#), License Taxes, shall be granted two (2) percent bid preference. Local merchants who have a physical business location within the boundaries of the City of Stockton, and who have applied for and paid a business license tax and registration fee pursuant to Stockton Municipal Code Title 5, Chapter [5.08](#), License Taxes, shall be granted five (5) percent bid preference. This section is intended to provide preference in the award of certain City contracts in order to encourage businesses to move into and expand within the City. (Ord. 2014-03-18-1601 C.S. § 1; prior code § 3-106.1)

1.4 CONSEQUENCE OF SUBMISSION OF PROPOSAL

- A. The City shall not be obligated to respond to any proposal submitted nor be legally bound in any manner by the submission of a proposal.
- B. Acceptance by the City of a proposal obligates the proponent to enter into an agreement with the City.
- C. An agreement shall not be binding or valid against the City unless or until it is executed by the City and the proponent.
- D. Statistical information contained in these documents is for informational purposes only. The City shall not be responsible for the accuracy of said data. City reserves the right to increase or decrease the project scope.

1.5 ACCEPTANCE OR REJECTION OF PROPOSAL

The City reserves the right to select the successful proposal and negotiate an agreement as to the scope of services, the schedule for performance and duration of the services with proponent(s) whose proposal(s) is/are most responsive to the needs of the City. Further, the City reserves the right to reject any and all proposals, or alternate proposals, or waive any informality or irregularity in the proposal as is in the City's best interest.

The City reserves the right to reject any and all proposals, or portions thereof, received in response to the Request or to negotiate separately with any source whatsoever, in any manner necessary, to serve the best interests of the City. Additionally, the City may, for any reason, decide not to award an agreement(s) as a result of this Request.

Non-acceptance of any proposal shall not imply that the proposal was deficient. Rather, non-acceptance of any proposal will mean that another proposal was deemed to be more advantageous to the City or that the City decided not to award an agreement as a result of this Request.

1.6 RIGHT TO CHANGE OR AMEND REQUEST

The City reserves the right to change the terms and conditions of this Request. The City will notify potential proponent(s) of any material changes by posting on the City's website. No one is authorized to amend any of the Request requirements in any respect, by an oral statement, or to make any representation or interpretation in conflict with its provisions. If necessary, supplementary information and/or clarifications/questions/answers will be posted on the City's website at www.stocktongov.com/bidflash. Failure of any proponent to not have received such information and/or clarifications/questions/answers shall not relieve such proponent from any obligation under his/her proposal as submitted.

Any exceptions to this Proposal shall be clearly stated in writing.

1.7 CANCELLATION

The City reserves the right to rescind award of the contract at any time before execution of the contract by both parties if rescission is deemed to be in City's best interest. In no event shall City have any liability for the rescission of award. The proponent assumes the sole risk and responsibility for all expenses connected with the preparation of its proposal.

1.8 EXAMINATION OF PROPOSAL MATERIALS

The submission of a proposal shall be deemed a representation and warranty by the proponent that it has investigated all aspects of the Request, that it is aware of the applicable facts pertaining to the Request process and its procedures and requirements, and that it has read and understands the Request. No request for modification of the provisions of the proposal shall be considered after its submission on the grounds the proponent was not fully informed as to any fact or condition. Statistical information which may be contained in the Request or any addendum is for informational purposes only. The City disclaims any responsibility for this information which may subsequently be determined to be incomplete or inaccurate.

1.9 ADDENDA AND INTERPRETATION

The City will not be responsible for, nor be bound by, any oral instructions, interpretations, or explanations issued by the City or its representatives. Any request for clarifications/questions/answers of this Request shall be made in writing/e-mail and deliverable to:

CITY OF STOCKTON
ATTN: JIM LIMBAUGH
IT DEPARTMENT
425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997
Jim.Limbaugh@stocktongov.com

CITY OF STOCKTON
ATTN: MICHELLE KAUFMAN
PURCHASING DIVISION
425 NORTH EL DORADO STREET
STOCKTON, CA 95202-1997
Michelle.Kaufman@stocktongov.com

Such request for clarifications/questions/answers shall be delivered to the City by Thursday, March 19, 2015. Any City response to a request for clarifications/questions/answers will be posted on the City's website at www.stocktongov.com/bidflash by Thursday, March 26, 2015, and will become a part of the Request. The proponent should await responses to inquires prior to submitting a proposal.

1.10 DISQUALIFICATION

Any of the following may be considered cause to disqualify a proponent without further consideration:

- A. Evidence of collusion among proponents;
- B. Any attempt to improperly influence any member of the evaluation panel;
- C. Any attempt to communicate in any manner with a City of Stockton elected official during the RFP/bid process will, and shall be, just cause for disqualification/rejection of proponent's proposal/Proponent's bid submittal and considered non-responsive.
- D. A proponent's default in any operation of a professional services agreement which resulted in termination of that agreement; and/or
- E. Existence of any lawsuit, unresolved contractual claim, or dispute between proponent and the City.
- F. No person, firm, or corporation shall be allowed to make or file or be interested in more than one bid for the same supplies, services, or both; provided, however, that subcontract bids to the principal bidders are excluded from the requirements of this section: Section 3.68.120 of the Municipal Code.

1.11 INFORMAL PROPOSAL REJECTED

A proposal shall be prepared and submitted in accordance with the provisions of these Request instructions and specifications. Any alteration, omission, addition, variance, or limitation of, from, or to a proposal may be sufficient grounds for rejection of the proposal. The City has the right to waive any defects in a proposal if the City chooses to do so. The City may not accept a proposal if any document or item necessary for the proper evaluation of the proposal is incomplete, improperly executed, indefinite, ambiguous, or missing.

1.12 CONDITIONS TO BE ACCEPTED IF ANY WORK IS SUBCONTRACTED

- A. The proponent assumes full responsibility, including insurance and bonding requirements, for the quality and quantity of all work performed.
- B. If proponent's supplier(s) and/or subcontractor's involvement requires the use of a licensed, patented, or proprietary process, the proponent of the process is responsible for assuring that the subcontractor, supplier, and/or operator have been properly authorized to use the process or for providing

another process which is comparable to that which is required prior to submission of a proposal.

1.13 LICENSING REQUIREMENTS

Any professional certifications or licenses that may be required will be the sole cost and responsibility of the successful proponent.

A City of Stockton Business license may be required for this project. Please contact the City of Stockton Business License Division at (209) 937-8313.

1.14 INSURANCE REQUIREMENTS

Proponent, at Proponent's sole cost and expense and for the full term of the resultant contract or any extension thereof, shall obtain and maintain at least all of the insurance requirements listed in attached Exhibit A.

The Proponent shall satisfy these insurance requirements concurrently with the signing of the contract prior to commencement of work. Please contact City of Stockton Risk Services at (209) 937-5037 with any questions.

Proof of insurance coverage for personal injury and property damage, including commercial, general and automobile liability and contractual liability shall be provided in a form acceptable to the City. The City of Stockton shall be named an additional insured by separate endorsement. Proponent shall provide notice to the City of any change in or limitation of coverage or of cancellation no less than 30 days prior to the effective date. Proof of worker's compensation coverage pursuant to statutory requirements shall also be provided.

All policies, endorsements, and certificates shall be subject to approval by the Risk Manager of the City to Stockton as to form and content. These requirements are subject to amendment or waiver if so approved in writing by the Risk Manager.

Maintenance of proper insurance coverage is a material element of this contract and that failure to maintain or renew coverage or to provide evidence of renewal may be treated as a material breach of contract.

All coverage shall be provided by a carrier authorized to transact business in California and shall be primary.

1.15 HOLD HARMLESS DEFENSE CLAUSE

The proponent shall defend, indemnify, and hold harmless City, its officers, officials, employees, and volunteers from and against all claims, damages, losses, and expenses, including attorney fees arising out of the performance of the work described herein, caused in whole or in part by any negligent act or omission of Contractor, any sub-contractor, anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable, except where caused by the active negligence, sole negligence, or willful misconduct of the City.

1.16 APPLICABLE LAW

Applicable law shall be governed by the laws of the State of California. Venue shall be proper in the Superior Court of the State of California, County of San Joaquin, Stockton Branch, or, for actions brought in Federal Court, the United States District Court for the Eastern District of California, Sacramento Division.

1.17 METHOD OF PAYMENT

Payment will be made within thirty (30) days after invoices are received and accepted by the City Manager. Invoices are to be rendered monthly.

1.18 NOTICE TO OUT-OF-STATE VENDOR

It is the policy of the City of Stockton to pay all applicable California sales/use tax directly to the State Board of Equalization (BOE) pursuant to California Revenue and Taxation Code 7051.3. The City of Stockton will self-accrue all sales/use tax on purchases made from out-of-state vendors.

Sales and use tax on purchases made by the City of Stockton from all companies located outside California and whose products are shipped from out of state will be remitted to the BOE directly by the City under permit number **SR KHE 28-051174 DP**. **Please do not include sales/use tax on the invoice that you submit to the City of Stockton.**

Questions regarding the City of Stockton's payment of sales/use tax can be directed to the City of Stockton's Purchasing Division at (209) 937-8357.

1.19 TERM

To be negotiated.

1.20 COMPETITIVE PRICING

Proponent warrants and agrees that each of the charges, economic or product terms or warranties granted pursuant to this Contract are comparable to or better than the equivalent charge, economic or product term or warranty being offered to any similarly situated commercial or other government customer of proponent. If proponent enters into any arrangements with another customer of proponent to provide product under more favorable charges, economic or product terms or warranties, proponent shall immediately notify CITY of such change and this Contract shall be deemed amended to incorporate the most favorable charges, economic or product terms or warranties.

1.21 FUNDING

Any contract which results from this Request will terminate without penalty at the end of the fiscal year in the event funds are not appropriated for the next fiscal year. If funds are appropriated for a portion of the fiscal year, this contract will terminate without penalty, at the end of the term for which funds are appropriated.

1.22 UNCONDITIONAL TERMINATION FOR CONVENIENCE

The City may terminate the resultant agreement for convenience by providing thirty (30) calendar day advance notice unless otherwise stated in writing.

1.23 AUDITING OF CHARGES AND SERVICES

The City reserves the right to periodically audit all charges and services made by the successful proponent to the City for services provided under the contract. Upon request, the proponent agrees to furnish the City with necessary information and assistance.

1.24 CHANGES

The City's Representative has the authority to review and recommend or reject change orders and cost proposals submitted by the proponent or as recommended by the proponent's project manager, pursuant to the adopted City of Stockton Standard Specifications.

1.25 AWARD

Upon conclusion of the Request process, a contract may be awarded for ITSM HELP DESK SOLUTION for the City of Stockton.

The City reserves the right to select the successful proponent and to negotiate terms of a contract with the proponent(s) whose proposal(s) is/are most

responsive to the needs of the City. Further, the City reserves the right to reject any and all proposals, or alternate proposals, or waive any informality in the proposal as is in the City's best interest.

1.26 PRODUCT OWNERSHIP

Any documents, products or systems resulting from the contract will be the property of the City of Stockton.

1.27 CONFIDENTIALITY

If proponent believes that portions of a proposal constitute trade secrets or confidential commercial, financial, geological, or geophysical data, then the proponent must so specify by, at a minimum, stamping in bold red letters the term "**CONFIDENTIAL**" on that part of the proposal which the proponent believes to be protected from disclosure. The proponent must submit in writing specific detailed reasons, including any relevant legal authority, stating why the proponent believes the material to be confidential or a trade secret. Vague and general claims as to confidentiality will not be accepted. The City will be the sole judge as to whether a claim is general and/or vague in nature. All offers and parts of offers that are not marked as confidential may be automatically considered public information after the contract is awarded. **The proponent is hereby put on notice that the City may consider all or parts of the offer public information under applicable law even though marked confidential.**

1.28 OTHER GOVERNMENTAL AGENCIES

If mutually agreeable to all parties, the use of any resultant contract/purchase order may be extended to other political subdivisions, municipalities, or tax supported agencies.

Such participating governmental bodies shall make purchases in their own name, make payment directly to successful Proponent and be liable directly to the successful Proponent, holding the City of Stockton harmless.

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2.0 SPECIFICATION – BACKGROUND

The City of Stockton is seeking complete responses from Proponents who possess the organizational, functional, and technical capabilities to implement and support a hosted or on-premise Information Technology Service Management system. Implementing a new ITSM solution aligns with the City Council's goal to dedicate monetary resources for improved technology while also addressing recommendations in the City's Technology Strategic Plan. This will also increase the capabilities of the City's IT Department to track, monitor, and benchmark help desk operations against standards to enhance service delivery to City Departments.

THE CITY IS ANTICIPATING THAT THE COST OF THIS SOLUTION WILL NOT EXCEED \$200K OVER A THREE-YEAR PERIOD.

For consideration, an ITSM solution should provide the best value to the City and include functionality in the following areas:

- Incident Management
- Problem Management
- Request Fulfillment
- Service Level Management
- Change Management
- Configuration Management/Asset Management
- Knowledge Management
- Release Management
- Self-Service Portal
- Reporting
- Mobile Access

2.1 PROJECT SCOPE

The City's goal is to acquire and implement an ITSM solution that includes the following features and functions:

1. An Incident Management database which allows for the input, tracking, assignment, and closure of tickets related to user incidents.
2. A Service Request Fulfillment process to include automated approvals and work assignments, and tracking and reporting capabilities.

3. A Problem Management Module, including Root cause analysis of recurring incidents.
4. A Change Management Module.
5. The ability to manage Service Level Agreements.
6. A web-based Portal for Technicians.
7. A web-based Portal/Dashboard for Customers.
8. Ability to access database from mobile devices.
9. Standard and Ad hoc Database Reporting Capabilities.

2.2 PRESENT SITUATION

Currently the City has a Help Desk solution in place that is limited to Incident Management, Asset Tracking, and a Knowledgebase. The current product has been in place for the last 10 years. The capabilities of the existing system do not meet the City's goals as outlined in the Project Scope.

The current system used by Stockton currently does not allow for the following services, which are now considered standard in modern ITSM software:

- Problem Management - Root cause analysis of recurring incidents
- Change Management - Control of changes to IT services and systems
- Online Request Fulfillment - Elimination of paper/manual IT request
- Management Reporting - Automated reports for Departments

The IT Department's current request fulfillment process is manual and requires numerous paper forms to complete requests for service. Although the current system has basic workflow functionality, it does not have the technology required to implement an automated electronic workflow and approval process for request fulfillment. Therefore, departments must complete the appropriate form, obtain the necessary approval signatures, and submit the form to IT in various forms such as mail, fax, or scan before being entered into the current system.

2.3 PROPONENT RESPONSE

Proponent responses shall include the following:

1. Detailed Project Management Plan
2. Implementation Schedule
3. Complete Responses to Desired Features and Functionality Matrix
4. Administrator Training Plan

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5. Technician Training Plan
6. Customer Training Plan
7. Maintenance Plan
8. Fee Schedule

2.4 DESIRED FUNCTIONS

The Desired Features and Functionality Matrix below lists the required and optional features and functionality the City desires from an ITSM solution. Proponents are asked to specify how their proposed solutions meet the City's requirements for each feature by indicating an appropriate code (I,O,C,NA) chosen from the following table:

Code	Item	Description
I	Included	the listed feature is included and available in the solution "out of the box"
O	Optional	the desired feature is available as an option that may require additional configuration and/or cost, but does not require program modifications
C	Custom	the desired feature or functionality can be achieved through custom programming at additional cost
NA	NA	the listed feature or functionality cannot be achieved with the proposed solution

Table: Desired Features and Functionality Matrix

Item #	Feature	Req. / Opt.	Included (I), Optional (O), Custom (C), Not Available (NA)	Proponent Comments
GENERAL (G)				
G1	System provides integration among the various modules (e.g., Request for Change transactions have access to Configuration Items; Problem Management module can access Incident Management items)	R		
G2	System provides configurable templates based on industry best practices (e.g., Change Process; Configuration Item by type)	R		
G3	System allows for rich-text editing and linking/embedding attachments to module entries (e.g., ability to attach a screen capture to an Incident; attach a proponent specification file to a Configuration Item; include an external link to a knowledgebase article)	R		

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Item #	Feature	Req. / Opt.	Included (I), Optional (O), Custom (C), Not Available (NA)	Proponent Comments
G4	Ability to clone existing module records (e.g., create a new Incident Record based on an existing Incident)	R		
G5	System provides calendaring capabilities across modules (e.g., ability to generate a calendar showing event dates from Change Management AND scheduled maintenance dates from Configuration Management)	R		
G6	System contains a robust, powerful, easy-to-use report writer that can access module data down to the attribute level (including custom attributes)	R		
G7	Ability to manually and automatically (based on customizable rules) publish/export reports to common formats (e.g., CSV, Word, PDF, HTML, etc.)	R		
G8	System contains a hierarchical, role-based security platform to control access to screens, functions, reports, and data elements.	R		
G9	System provides for automated module item routing, approvals, and escalation based on predefined workflow rules and hierarchical reporting structure (e.g., Problem priority automatically escalated based on date thresholds).	R		
G10	Ability to audit module records (e.g., ability to view all changes to a problem record including transaction date, user id, change type [create, modify, delete])	R		
G11	Configurable ability to maintain historical module activity data (e.g., maintain historical record of Change approvals)	R		

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Item #	Feature	Req. / Opt.	Included (I), Optional (O), Custom (C), Not Available (NA)	Proponent Comments
G12	Ability to send event notifications to specified users or user groups based on predefined rules (e.g., Send email to requestor upon closure of an Incident; send text message to Change requestor when change complete)	R		
G13	Ability to collect user feedback (via comments, ratings, survey tool), on demand or automatically, based on module events and rules (e.g., automatically provide or send survey link to requestor upon closure of Incident)	R		
G14	Ability to track and report time and cost for module activities (e.g., track technician minutes spent working on an Incident)	O		
G15	Ability to create dashboards for visually displaying module status metrics and key performance indicators.	R		
G16	Ability to add private notes to module items (e.g., technician is able to attach a note to an incident that can only be seen by IT staff)	O		
G17	System contains a powerful and flexible search capability that works across modules and allows searching external resources	R		
G18	System provides searchable and context-sensitive help system.	R		
G19	Ability to identify private information in incoming requests or other messages.	O		
G20	Ability to link to 3rd party knowledgebase	O		

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INCIDENT MANAGEMENT (IM)				
IM1	The solution supports the creation, modification, resolution, closure, and cancellation of incidents.	R		
IM2	The solution supports the ability to automatically generate a unique case number to each incident	R		
IM3	Flexible support for desired Incident classification and logging schemas.	R		
IM4	Flexible search capabilities for incident matching and trending.	R		
IM5	Ability to integrate with event and alert monitoring tools, and allow for automatic creation, update and closure of tickets from these tools	O		
IM6	Ability to use configurable closure categorization codes upon incident closure.	R		
IM7	Ability to use knowledge and/or support scripts for incident diagnosis and resolution.	R		
IM8	Ability to assign tasks to outside agencies (e.g., Hardware or Software service provider).	O		
IM9	Ability to manage and maintain multiple assignments for each open Incident.	R		
IM10	Ability to create a problem record from an incident with automatic population of fields.	R		
IM11	Ability to manage and link incident records to multiple SLAs and tiers of service based on IT customer groups or associated lines of business.	R		
IM12	Ability to initiate a ticket on behalf of someone else - list the requestor differently than the author.	R		
IM13	Ability to put incidents on hold so time does not count against SLA.	R		
IM14	Ability to differentiate between an incident and a service request.	R		

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IM15	Ability to see Countdown time left on response time (associated with priority or SLA)	R		
IM16	Ability to trigger automated ticket closure at a predetermined number of business days after a ticket enters resolved status	O		
IM17	Ability to reactivate incident in resolved status	R		
IM18	Ability to limit ticket owners	R		
IM19	Ticket priority automatically determined by impact and urgency	R		
IM20	Ability to link to SLAs for alerting and so that impact can be assessed if a service is performing below agreed upon levels (e.g., generate alert when SLA is in danger of being breached)	R		
IM21	Ability to set up a trigger for existing documentation to facilitate first contact resolution based on product or service entered	R		
PROBLEM MANAGEMENT (PM)				
PM1	Ability to prevent closure of a problem before all assignments have been resolved	R		
PM2	Ability to automatically update status or close all related incidents to a problem upon updating of status or closure of the problem	R		
PM3	Ability to automate opening of a problem record from an incident record based on business rules and SLAs	O		
PM4	Ability to provide for documenting and managing knowledge artifacts pertaining to problem and error control (e.g., data entry point for knowledge management databases; posting of FAQs)	R		
PM5	Ability to view impacted CIs from within a problem record, and to view upstream and downstream affected CIs and IT services through a visual depiction	R		

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PM6	Ability to link problems/known error records to a CI, group of CI's or a service	R		
PM7	Ability to assign impact and urgency codes to problem records	R		
PM8	The ability to differentiate between problems and known errors.	R		
PM9	Ability to present historical data on problems and known errors for use by support staff during the investigation process	R		
PM10	Ability to increase/decrease the severity or impact classification of a problem according to the number of associated incidents and/or the number of end users affected	R		
PM11	Ability to use solutions developed in response to past problems to create new knowledge base entries	R		
PM12	Ability to associate and track multiple tasks and assignments with a problem	R		
REQUEST FULFILLMENT (RF)				
RF1	Ability to access available services when creating request.	O		
RF2	Ability to provide "Frequently Asked Questions" support capability for requestors.	R		
RF3	Ability to categorize and prioritize requests.	R		
RF4	Ability to support a multifunction service request process (example: IT, HR, Facilities)	O		
RF5	Ability to search similar existing requests when submitting new requests.	O		
RF6	Ability to automate the recording, reporting and billing of the ongoing costs of request management against particular cost centers or accounts.	O		
SERVICE LEVEL MANAGEMENT (SLM)				
SLM1	Ability to store SLA, OLAs and Underpinning contracts.	R		

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SLM2	Ability to store Service Level Management information (SLA's, OLA's, UC's, reports) in CMDB as structured data .	R		
SLM3	Ability to support multiple SLA structures such as master agreements with extensions or addendums for specific business units.	R		
SLM4	Ability to provide on-line display of services and their quality status.	R		
SLM5	Ability to create dashboards or scorecards that communicate to Service owners any issues and/or failures.	R		
SLM6	Ability to create dashboards that provide drill-down capability to other components.	R		
SLM7	Ability to build workflows that allow for the building, agreeing on, approval of and maintenance of SLA/OLAs.	R		
SLM8	Ability to support the management, development, and review of Service Level Agreements, Operating Level Agreements, and Underpinning Contracts	R		
SLM9	Ability to verify the consistency of SLA's in their relationships to the Supplier Contracts and Operating Level Agreements.	R		
SLM10	Ability to automate the management of service level targets in terms of automated business rules, alerts, escalations and notifications.	R		
SLM11	Ability to provide a dashboard view to appropriate SLAs in order to measure request fulfillment against targets.	R		
SLM12	Ability to organize services into logical groupings or hierarchical structures that can be used to assemble services in business-relevant packages or offerings	O		

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SLM13	Ability to support a multifunction service catalog (example: IT, HR, Facilities, Procurement)	O		
SLM14	Ability to publish different support levels for the same service	R		
SLM15	Ability to utilize a central area for IT employees to publish service related information including outages and other issues.	R		
SLM16	Ability to provide severity definitions for SLA's.	R		
SLM17	Ability to associate individual with contracts and services (SLM)	R		
SLM18	Ability to manage and monitor OLA's and supplier performance metrics in Underpinning contracts (UC's)	R		
SLM19	Ability to handle multiple contract types and contracts per customer	R		
SLM20	Ability to handle priority definitions and action times different for each customer	R		
SLM21	Ability to automate service availability and performance thresholds monitoring against defined SLA's	R		
SLM22	Ability to schedule SLA/OLA/UC review cycles and renewals	R		
SLM23	Ability to report on SLA achievements vs. SLA targets.	R		
SLM24	Ability to auto verify that SLA targets are supported by OLA and UC targets	R		
SLM25	Ability for the Service Catalog to be widely available to those who are approved to access it.	O		
SLM26	Ability to have different views of the Service Catalog, such as Technical Service Catalog and Business Service Catalog	O		
SLM27	Ability to support a structured content framework (services, subservices, etc.).	R		
SLM28	Ability to organize services into logical groupings or hierarchical structures.	O		

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SLM29	Ability to assemble services into customer and business relevant packages.	O		
SLM30	Ability to support different service levels for the same service (e.g., bronze, silver, gold levels).	R		
SLM31	Ability to handle different service states (for example, services in design versus services in production).	O		
SLM32	Ability to provide user training information regarding the Service Catalog (e.g., access instructions, navigating the service catalog instructions).	O		
SLM33	Ability to support distributed, role based Service Catalog management.	O		
SLM34	Ability to create and publish service offerings with descriptions, service levels, available service bundles, and pricing related to service levels.	O		
SLM35	Ability to create and publish Service Components that may include both Professional Services and Technical Services.	R		
SLM36	Ability to customize service definition templates and pre-packaged Service Catalog content.	O		
SLM37	Ability to support a multifunction service catalog (example: IT, HR, Facilities, Procurement)	O		
SLM38	Ability for service catalog to provide attractive web interface for users that is easy to use to request services.	O		
SLM39	Ability for non-IT based people to create service definitions, design service workflow and easily publish these services into the catalog	O		

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SLM40	Workflow tool allowing definition of service from initial request to fulfillment incorporating the ability to support serial and parallel workflow paths. It should also be able to identify/associate approval points required during the flow until final delivery is successfully accomplished	R		
SLM41	The ability to measure service quality and timeliness against defined benchmarks and/or metric guidelines. (SLA, OLA and UC tracking and reporting)	R		
SLM42	Discovery capabilities for service dependencies highlighting potential impact if a service is added, modified or deleted	O		
CHANGE MANAGEMENT (CHG)				
CHG1	Ability to document back-out procedures, installation and turnover documents within the RFC	R		
CHG2	Ability to relate post implementation incidents and problems resulting from an implemented change	R		
CHG3	Ability to create sub-activities or task records for a specific change record, for separate assignment to an individual, group or proponent	R		
CHG4	Ability to provide proactive notification to stakeholders and change advisory board (CAB) members for changes with critical business impact, collisions, and compliance issues	R		
CHG5	Ability to provide role-based approval, retracting or rescheduling of RFCs	R		
CHG6	Ability to support release and deployment management as part of the change process	R		
CHG7	Ability to allow for scheduling of recurring events, such as certain types of maintenance	R		

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CHG8	Ability to easily identify the affected CIs whenever a change is made to a particular CI	R		
CHG9	Ability to automatically generate risk and impact analysis of multiple RFCs, and provide visual depictions of upstream and downstream CIs that can be navigated in a configuration management database (CMDB)	R		
CHG10	Ability to support a "virtual" CAB (i.e., approvals/issues submitted and stored electronically)	R		
CHG11	Ability to promote one or more RFC(s) to a release, with corresponding notifications	R		
CHG12	Provide change workflow feeds into release workflow	R		
CHG13	Ability to open an RFC against an incident/problem/known error record, and automatic population of the RFC	R		
CHG14	Ability to reference Change Model that clearly depicts the requirements and activities associated with the change process	R		
CHG15	Ability to reference change policy and bylaws which reflect management expectations and intentions	R		
CHG16	Predetermined fields will be auto-populated when a standard change # from the library is entered. Manual entry for certain fields will be permitted.	R		
CHG17	Ability to verify and select pre-approved changes from a viewable library	R		
CHG18	Ability to edit RFC's based on roles and change status	R		
CHG19	Ability to easily reschedule changes and identify scheduling conflicts	R		
CHG20	Ability to set response thresholds for automated approval process	R		

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CHG21	Upon submission, a requestor has the ability to view available release windows from FSC	R		
CHG22	Ability to progress requests through the appropriate stages of authorization and implementation and to maintain clear records of this progress	R		
CHG23	Automatic warnings of any RFC's that exceed pre-specified time periods during any stage (OLA)	R		
CHG24	Automatic prompting to carry out reviews of implemented changes	R		
CHG25	Automatic notices sent out for past due scheduled changes.	R		
CHG26	Automatic notification will be sent to the specified stakeholder for any change based on results	R		
CHG27	Native integration with Incident Management	R		
CHG28	Ability to use different process flows according to urgency	R		
CHG29	The ability to monitor and track the lifecycle of a Change request	R		
CHG30	The ability to communicate information of changes and schedules that can be distributed to the key groups such as the Service Desk and user groups	R		
CHG31	The ability to support time and cost tracking for project based activities as well as service event based activities	O		
CONFIGURATION MANAGEMENT (CFG)				
CFG1	Ability to add or delete Configuration Item (CI) Types and their corresponding fields. No programming skills shall be required to add a CI Type or its corresponding fields.	R		
CFG2	Ability to add custom fields to the CI Type.	R		
CFG3	Ability to display CI fields based on a CI Type.	R		

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CFG4	Ability to register new CIs (including fill in all field values) by designated users.	R		
CFG5	Ability to enforce data validation rules on field values on registration of any new CI.	R		
CFG6	Ability to edit any existing CI field values by authorized users.	R		
CFG7	Ability to allow deletion of CIs only by authorized users.	R		
CFG8	Ability to create automated alerts to various people or systems when a CI is found to be in an unauthorized state.	R		
CFG9	Ability to provide predefined CI relationship templates.	R		
CFG10	Ability to define the dependency relationship between CIs in both directions using custom terminology if desired. (i.e. hosted on, hosts)	R		
CFG11	Ability to provide a graphical representation of the dependencies between CIs.	R		
CFG12	Ability to provide different levels of access to configuration information based on roles.	R		
CFG13	Ability to assign maintenance windows to any CIs.	R		
CFG14	Ability to reconcile CI maintenance windows to SLA maintenance windows.	R		
CFG15	Ability to "freeze" a CI so that it cannot have an RFC logged against it at all.	R		
CFG16	Ability to auto discover CIs in the environment.	R		
CFG17	Ability to do automated dependency mapping.	R		
CFG18	Ability to set automatic workflow triggers based on CI attribute values.	R		
CFG19	Ability to maintain an audit trail of changes made to a CI attribute over time.	R		
CFG20	Ability to search for a CI by any CI field.	R		

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CFG21	Ability to perform ad hoc/general queries	R		
CFG22	Ability to track Asset status and lifecycle management such as procurement, stored, configured, deployed, active and retired stages to support release impact analysis, planning, rollout and deployment activities	R		
CFG23	Ability to record a wide variety of contracts and licensing agreements by attaching them to records.	R		
CFG24	Bulk import of licensing data – save time with simultaneous uploading of multiple licensing records	R		
CFG25	Support for Multiple Licensing Models – from off-the-shelf application through to company-wide and version maintenance agreements	R		
CFG26	Ability to perform software license management including automated notification of license expiration and non-compliance and reporting, tracking and auditing.	R		
CFG27	Ability to track the physical location of contracts and agreements, and identify the individuals responsible for them	R		
CFG28	Ability to group an individual customer's/user's CIs and services to provide cost information	R		
CFG29	Ability to manage leases, warranties, and service provider contracts.	O		
CFG30	Ability to track both fixed and variable costs of CIs.	O		
CFG31	Ability to support a web-based front end.	R		
CFG32	Ability to support both flexible data import/export, and simple points of integration for associated tools.	R		
CFG33	Ability to interface with Inventory Control tools to automate gathering of asset and inventory information.	O		

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CFG34	Ability to interface with LDAP services for customer profile information (i.e. Active Directory)	R		
CFG35	Ability to interface with and make use of barcode scanners	O		
KNOWLEDGE MANAGEMENT				
KM1	Ability to provide knowledge management capabilities by floating the most relevant hits to the top, in order of closest match to search	R		
KM2	Ease of administering the weighting and relevancy scores associated with knowledge articles	R		
KM3	Ability to launch fast knowledge searches using the categorization (or partial categorization) selections as key value search parameters	R		
KM4	Ability to create a knowledge article via a fill-in-the-blank form	R		
KM5	Ability to automatically populate a knowledge article into an incident	R		
KM6	Ability to support role-based knowledge items (i.e., a technical role can access either technical-facing or customer-facing articles)	R		
KM7	The ability to automatically create knowledge management entries from incident, problem and change modules	R		
KM8	Ability to manage full life cycle of knowledge articles through administration capabilities (e.g., submission, editing, review, approval, publishing, usage monitoring, etc.)	R		
KM9	Ability for tool's knowledge management database to search other knowledge bases in environment	O		
KM10	Ability to provide automated administration (ease of adding, editing and maintaining the data, and ability for end-user submission to require review/approval prior to posting)	R		

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KM11	Ability to make certain fields in the knowledge article template mandatory	R		
KM12	Ability to attach screen captures and external files to knowledgebase records	R		
KM13	Ability to support a variety of search methodologies, including metadata, fuzzy searching, hierarchical/drill-downs, cross-references, attribute queries, category, Web and file system external library searches, and to utilize natural language and proper stemming, and Boolean search methodology	R		
KM14	Ability to allow user feedback to rate/score content for usefulness related to the inquiry	R		
KM15	Ability to provide knowledge-centered support (KCS) standards and guidelines	R		
RELEASE MANAGEMENT (RM)				
RM1	Ability to log a Release so that changes can be identified and related to the release.	R		
RM2	Ability to capture the release date and time, and who will be implementing.	R		
RM3	Ability to link resources/approvers to releases.	R		
RM4	Ability to display impacted CIs (information which is derived from the related change records).	R		
RM5	Ability to assign tasks to individuals to be accomplished within a specified time frame.	R		
RM6	Ability to store approver comments with the approval, and store approval history for a Release.	R		
RM7	Ability to configure an acceptable date range for approval for each release.	R		
RM8	Ability to manually kick off approval process or override approval workflow.	R		

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RM9	Ability to search all releases by any release data attribute captured by the tool.	R		
RM10	Ability to define Release Windows (show conflicts that impact when Releases can be scheduled).	R		
RM11	Ability to create and publish a Master Release Schedule.	R		
RM12	Ability to associate the Master Release Schedule with the Service Level Agreement information.	R		
RM13	Ability to have full visibility into which changes are associated with which releases.	R		
RM14	Ability to support full lifecycle of release management.	R		
RM15	Ability to validate required information from the CMDB for release build and deployment activities.	R		
RM16	Ability to support the establishment and governance of release readiness criteria.	R		
RM17	Ability to incorporate or integrate with a Definitive Media Library.	O		
RM18	Ability to support workflow integration with a DML to support release deployment and provisioning activities	O		
RM19	Ability to build, bundle and schedule different types of release packages for deployment.	R		
RM20	Ability to identify and control a release package.	R		
RM21	Ability to authorize and schedule release deployments in conjunction with Change Management processes	R		
RM22	Ability to version release components and packages.	R		
RM23	Ability to ensure that release deployments are subject to scheduling and approval requirements managed by the change management process.	R		

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RM24	Ability to automatically flag for update CMDB Configuration Items prior to or following an approved release.	R		
RM25	Ability to support varying Release models such as large-scale or phased deployments.	R		
RM26	Ability to integrate with the CMDB to support the association of release records to CI records.	R		
RM27	Ability to support the logical association between changes and releases.	R		
RM28	Ability to assign tasks to pools of resources.	R		
RM29	Ability to trace implementation to the authorized version in the DML.	R		
RM30	Ability to trace and track post deployment activities.	R		
SELF-SERVICE PORTAL (SSP)				
SSP1	Ability to provide a customer self-service portal where a customer may access knowledge base articles and FAQs, submit and update requests, and monitor the status of their requests	R		
SSP2	Ability to provide an end-user interface through which employees can order standardized goods and services	R		
SSP3	Ability for the end user to search knowledge base for solution via keyword, Boolean operators and full-text search	R		
SSP4	Ability to provide a "suggestion box" for soliciting feedback on process and interface	R		
SSP5	Ability to associate end users with specific groups, lines of business, etc., and to tailor presented content, information and self-service options according to rule-based "subscriptions" for roles or groups	R		

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SSP6	Ability to provide a list of "top 10" common FAQs searched, with automated updates based on update rules	R		
SSP7	Ability to develop, deliver and manage surveys of end users	R		
SSP8	Ability to integrate chat to support self-service usage	O		
SSP9	Ability to brand self-service portal	R		
SSP10	Availability of a bulletin board frame function for current major problems, such as outages and scheduled downtimes (e.g. PSA)	R		
REPORTING (RPT)				
RPT1	Ability to easily construct queries and reports from any combination of database fields including meta data.	R		
RPT2	Ability for users and administrators to use drag and drop methods to create their own custom reports.	R		
RPT3	Ability to create custom ad-hoc parameters on reports (e.g., report is called and prompts user to enter query parameter values instead of hard-coding those values in the query). Should be easy for a non-technical person.	R		
RPT4	Provides predefined reports for users and administrators. (if provided, please list the reports in the comments section)	R		
RPT5	Ability to easily export reports and report data for consumption outside the system. (i.e. PDF, xls)	R		
RPT6	Ability to provide "drill down" capabilities on reports and dashboards.	R		
RPT7	Ability to integrate with external data sources.	O		
RPT8	Ability to support business analytics (business intelligence tools)	O		
RPT9	Ability to restrict access to reports by role.	R		

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RPT10	Ability to have scheduled reports which are sent automatically to subscribers.	R		
RPT11	Ability to provide ad hoc reporting for all modules.	R		
RPT12	Ability to provide real-time reporting via graphical and configurable dashboards	R		
RPT13	Ability to support a real-time dashboard display for each process that is customizable based on individual, role or informational needs.	R		
RPT14	Ability for dashboards to be accessed via a web browser.	R		
RPT15	Ability for dashboards to be accessed via a mobile device. (iphone, ipad, droid)	R		
RPT16	Provides industry standard reporting engine.	R		
RPT17	Ability to report on trending issues	R		
RPT18	Ability to report on usage by end user, location department, region, etc.	R		
RPT19	Ability to report incidents by priority, categorization, service-level adherence, technician and CI	R		
RPT20	Ability to run incident age report	R		
RPT21	Ability to report incidents linked to problem records	R		
RPT22	Ability to report CIs impacted by an incident	R		
RPT23	Ability to report time spent on activities	R		
RPT24	Ability to report first-contact resolution rate	R		
RPT25	Ability to report mean time to resolution	R		
RPT26	Ability to perform trend analysis of tickets	R		
MOBILE (MBL)				
MBL1	Mobile Client availability across multiple platforms	R		

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MBL2	Ability for technicians to have full capabilities over incident process	R		
MBL3	Ability for technicians to have full capabilities to knowledge Management System	R		
MBL4	Ability for technicians to have full capabilities to request fulfillment process	R		
MBL5	Ability for technicians to have access to configuration item information	R		
MBL6	Ability for customers to submit incident or service requests from mobile device	R		
MBL7	Ability for customers to check status of their incidents or service requests from mobile devices	R		

2.5 IMPLEMENTATION PROCESS AND TIMELINE

Describe how the engagement proceeds from beginning to end. Include the method and approach for managing the overall project, client correspondence, and conflict resolution.

Include the following:

1. Provide your general strategy to implement to the proposed system(s).
2. Briefly describe any phases and application sequencing that should be considered, and discuss the alternatives available.
3. Include information about the effort and timing for conversion of existing data, if applicable.

Based on your installation strategy, provide an overview of the installation schedule. Include major tasks with durations, milestones, and important deliverables.

Provide any documentation that is available to explain your implementation methodology and the roles and responsibilities of proponent and client implementation team members.

Describe any manual/automated tools or methodologies that you plan to use to monitor and control the project.

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2.6 PROPONENT REQUIREMENTS

- Experience with municipal ITSM implementations
- Years of experience
- Financial position
- Insurance
- Project management team

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3.0 PROPOSAL GUIDELINES, CONTENT AND FORMAT

The City of Stockton uses a qualifications-based selection process in obtaining these services. In order for the City to properly evaluate the Proponents' qualification to perform this work, the proposals shall include, as a minimum, the following information:

- A. Evidence of the Proponent's ability to be responsive to this project in regard to timeliness and expertise, including availability of staff proposed to be assigned.
- B. The Proponents are encouraged to expand on the Scope of Work to demonstrate their expertise. Evaluation of the proposals will be based on qualifications, the experience of staff proposed to be assigned to the project, references and thoroughness of the proponent's response to the Scope of Services.
- C. Such additional information that the Proponent may feel would be pertinent to assist the City of Stockton in making its final decision.
- D. Please submit one (1) original of your proposal/qualifications (unbound). Additionally, submit one (1) CD with an electronic version of the proposal.

3.0.1 Cover Letter

Submit a letter on your company letterhead addressing the proposal and format. The letter should be signed by an officer of the firm authorized to bind the firm to all comments made in the proposal, and shall include the name, address, phone number and e-mail address of the person(s) to contact who will be authorized to represent your firm.

3.0.2 Minimum Experience Qualifications Summary

A statement of professional experience and ability.

3.0.3 Management/Method of Operation

Provide detailed description outlining your firm's approach to provide the service. Highlight innovative ideas your firm may have to provide to the City and describe in detail your procedures and management techniques.

3.0.4 References

Provide a list of references with current contact person, e-mail address and phone number who may be contacted regarding firm performance.

3.0.5 Financial Statement

The proponent must be able to demonstrate a good record of performance and have sufficient financial resources to ensure that they can satisfactorily provide the services required herein.

Proponent shall submit a full and detailed presentation of the true condition of the proponent's assets, liabilities and net worth. The report should include a balance sheet and income statement. If the proponent is a new partnership or joint venture, individual financial statements must be submitted for each general partner or joint venture thereof. If firm is a publicly held corporation, the most current annual report should be submitted.

Any proponent who, at the time of submission, is involved in an ongoing bankruptcy as a debtor, or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the proponent under federal bankruptcy law or any state insolvency, may be declared non-responsive.

3.0.6 Corporate Structure, Organization

Describe how your firm is organized, noting major divisions and any parent/holding companies, as well as brief history of the firm and all personnel potentially to be involved in the project including all sub-consultants. Designate the Principal in Charge and other key personnel. Include résumés. Also provide a description of the experience your firm has had with similar processes.

3.0.7 Proposal Fee (Under Separate Cover)

Provide detailed basic fee structure and break-down of any other charges related to your firm's proposal. Finalist's fee structure may be subject to negotiation.

3.0.8 The proposal must be submitted, typewritten on 8½" X 11" white paper and must be bound in a secure manner.

3.0.9 Material and data not specifically requested for consideration, but which the proponent wishes to submit must not appear with the Proposal Form, but may appear only in an "Additional Data" section. This has specific reference to the following types of data:

Generalized narrative of supplementary information

Supplementary graphic material

- 3.0.10** All proposals must be signed with the full name of the proponent, if an individual; by an authorized general partner, if a partnership; or by an authorized officer, if a corporation.
- 3.0.11** When proposals are signed by an agent other than an officer of a corporation or a member of a general partnership, a power of attorney authorizing the signature must be submitted with the proposal.
- 3.0.12** If the proposal is submitted by a partnership or joint venture, the Statement of Personal History attached to the Proposal Form must be completed by each general partner or joint venture thereof. If the proposal is submitted by a corporation, the Statement must be completed by each principal officer of said corporation.
- 3.0.13** The original proposal must have wet ink signatures. Modification to a proposal after the proposal submittal deadline will not be accepted by the City.

3.1 EVALUATION PROCEDURE AND CRITERIA

The City is interested in selecting a qualified firm with the ability to provide ITSM HELP DESK SOLUTION. A key component for the successful firm will be the ability to meet the City's performance desires while minimizing the cost.

The Evaluation Panel will consist of City of Stockton staff and any other person(s) designated by the City. Following review of the proposals, the Panel may invite one or more proponents to make an oral presentation. During these presentations, the proponent will be allowed to present such information as may be appropriate in order that the Panel can effectively and objectively analyze all materials and documentation submitted as part of the proposals.

Each firm must be represented by an individual who will be the prime contact person to the City and any other individuals whom the firm may select. The highest-rated proposal(s) will then be further scrutinized through financial analysis and reference checks.

To that end, the Panel will evaluate the proposals based on, but not limited to, the following criteria:

1. Proponent's ability to provide all services as outlined in the Scope of Services;
2. Related experience with similar projects, company background and personnel qualifications;

3. Proponent's Fee Schedule: completed and signed (under separate sealed cover);
4. Proponent's Agreement;
5. Non-Collusion Affidavit;
6. References;
7. Any other criteria as best suits the City of Stockton.

3.2 PROPOSED DEVELOPMENT COSTS

The cost of preparing and submitting a proposal is the sole responsibility of the proponent and shall not be chargeable in any manner to the City of Stockton.

3.3 PROPONENT CONTACT

Proponent shall provide the name, address, e-mail address and telephone number of an individual in their organization to whom notices and inquiries by the City should be directed as part of this proposal.

3.4 CITY'S USE OF PROPOSAL MATERIAL

All material submitted in or with the proposal shall become the property of the City, unless it is clearly marked as proprietary information. The City reserves the right to use any ideas presented in the proposals, without compensation paid to the Firm. Selection or rejection of the proposal shall not affect this right.

3.5 REJECTION OF PROPOSAL

The City reserves the right to reject any and all proposals submitted and to request additional information from the Proponent. The award will be made to the firm which, in the opinion of the City, is best qualified.

PROPOSAL DOCUMENTS

- A) RFP – ITSM HELP DESK SOLUTION
- B) PUR 14-035
- C) April 9, 2015

COMPANY NAME: _____

CONTACT NAME: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

EMAIL: _____

PROPONENT'S AGREEMENT

In submitting this proposal, as herein described, the proponent agrees that:

1. They have carefully examined the Scope of Work and all other provisions of this document and understand the meaning, intent and requirements of same.
2. They will enter into contract negotiations and furnish the services specified.
3. They have signed and notarized the attached Non-Collusion Affidavit form, whether individual, corporate or partnership. Must be 'A Jurat' notarization.
4. They have reviewed all clarifications/questions/answers on the City's website at www.stocktongov.com/bidflash.
5. Confidentiality: Successful Proponent hereby acknowledges that information provided by the City of Stockton is personal and confidential and shall not be used for any purpose other than the original intent outlined in the Request for Proposal. Breach of confidentiality shall be just cause for immediate termination of contract agreement.

FIRM

ADDRESS

SIGNED BY

TITLE OR AGENCY

TELEPHONE NO./FAX NO.

DATE

E-MAIL ADDRESS

NON-COLLUSION

AFFIDAVIT FOR INDIVIDUAL PROPONENT

No. 1

STATE OF CALIFORNIA, _____)ss.

County of _____)
(insert)

_____ being first duly sworn, deposes and says: That on behalf of any person not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation to put in a sham bid, or that such other person, firm or corporation shall or should refrain from bidding; and has not in any manner sought by collusion to secure to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

(Signature Individual Proponent)

Subscribed and sworn to (or affirmed) before me on this _____ day of _____, 20_____
by _____, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal _____

Signature _____

No. 2 AFFIDAVIT FOR CORPORATION PROPONENT

STATE OF CALIFORNIA, _____)ss.

County of _____)
(insert)

_____ being first duly sworn, deposes and says: That they are the _____ of _____ a corporation, which corporation is the party making the foregoing bid, that such bid is genuine and not sham or collusive, or made in the interest or behalf of any person not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation to put in a sham bid, or that such other person, firm or corporation shall or should refrain from bidding; and has not in any manner sought by collusion to secure to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

(Signature Corporation Proponent)

Subscribed and sworn to (or affirmed) before me on this _____ day of _____, 20_____
by _____, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal _____

Signature _____

No. 3 AFFIDAVIT FOR FIRM, ASSOCIATION, OR CO-PARTNERSHIP

STATE OF CALIFORNIA, _____)ss.

County of _____)
(insert)

_____,
each being first duly sworn, depose and say: That they are a member of the firm, association or co-partnership,
designated as _____ who is the party making the foregoing bid; that the other partner, or partners, are _____ that such bid is genuine and not sham or collusive, or made in the interest or behalf of any person not named herein; that said Proponent has not colluded, conspired, connived or agreed, directly or indirectly with, or induced or solicited any other bid or person, firm or corporation shall or should refrain from proposing; and has not in any manner sought by collusion to secure to themselves any advantage over or against the City, or any person interested in said improvement, or over any other Proponent.

(Signature)

(Signature)

Subscribed and sworn to (or affirmed) before me on this _____ day of _____, 20_____
by _____, proved to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

Seal _____

Signature _____

EXHIBIT 'A' – INSURANCE REQUIREMENTS (Information Technology Service Management - ITSM)

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Contractor, their agents, representatives, employees or subcontractors.

MINIMUM SCOPE AND LIMIT OF INSURANCE

Coverage shall be at least as broad as:

1. **Commercial General Liability (CGL):** Insurance Services Office Form CG 00 01 covering CGL on an “occurrence” basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than **\$1,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit.
2. **Automobile Liability (AL):** ISO Form Number CA 00 01 covering any auto (Code 1), or if Contractor has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than **\$1,000,000** per accident for bodily injury and property damage.
3. **Workers’ Compensation:** as required by the State of California, with Statutory Limits, and Employer’s Liability Insurance with limit of no less than **\$1,000,000** per accident for bodily injury or disease.

If the contractor maintains higher limits than the minimums shown above, the City of Stockton requires and shall be entitled to coverage for the higher limits maintained by the contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City of Stockton.

Other Insurance Provisions

The insurance policies are to contain, or be endorsed to contain, the following provisions:

- **Additional Insured Status**
The *City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers* are to be covered as additional insureds on the CGL and AL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Contractor’s insurance (**at least as broad as** ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10 and CG 20 37 if a later edition is used).
- **Primary Coverage**

For any claims related to this contract, the Contractor's insurance coverage shall be primary insurance as respects the *City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers*. Any insurance or self-insurance maintained by the *City of Stockton, its Mayor, Council, officers, representatives, agents, employees and volunteers* shall be excess of the Contractor's insurance and shall not contribute with it. The City of Stockton does not accept primary endorsements limiting the Contractor's insurance coverage to sole negligence.

- **Notice of Cancellation**

Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the City of Stockton.

- **Waiver of Subrogation**

Contractor hereby grants to the City of Stockton a waiver of any right to subrogation which any insurer of said Contractor may acquire against the City of Stockton by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City of Stockton has received a waiver of subrogation endorsement from the insurer.

- **deductibles and Self-Insured Retentions**

Any deductibles or self-insured retentions must be declared to and approved by the City of Stockton Risk Services. The City of Stockton may require the Contractor to purchase coverage with a lower deductible or retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.

- **Acceptability of Insurers**

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A:VII if admitted to do business in the State of California; If not admitted to do business in the State of California, insurance is to be placed with insurers with a current A.M. Best's rating of no less than A+:X.

- **Claims Made Policies**

If any of the required policies provide claims-made coverage:

- The Retroactive Date must be shown, and must be before the date of the contract or the beginning of contract work.

- If Claims Made policy form is used, a three (3) year discovery and reporting tail period of coverage is required after completion of work.
- **Verification of Coverage**

Contractor shall furnish the City of Stockton with original certificates and amendatory endorsements required by this clause. All certificates and endorsements are to be received and approved by the City of Stockton Risk Services before work commences. Failure to obtain the required documents prior to the work beginning shall not waive the Contractor's obligation to provide them. The City of Stockton reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time, for any reason or no reason.
- **Special Risks or Circumstances**

The City of Stockton reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other circumstances.
- **Certificate holder address**

Proper address for mailing certificates, endorsements and notices shall be:

 - City of Stockton
 - Attention: Risk Services
 - 425 N. El Dorado Street
 - Stockton, CA 95202

City of Stockton Risk Services Phone: 209-937-5037

City of Stockton Risk Services Fax: 209-937-8558

- **Maintenance of Insurance**

If at any time during the life of the Contract or any extension, the Contractor fails to maintain the required insurance in full force and effect, all work under the Contract shall be discontinued immediately. Any failure to maintain the required insurance shall be sufficient cause for the CITY to terminate this Contract.
- **Subcontractors**

If the Contractor should subcontract all or any portion of the work to be performed in this contract, the Contractor shall cover the sub-contractor, and/or require each sub-contractor to adhere to all subparagraphs of these Insurance Requirements section. Similarly, any cancellation, lapse, reduction or change of sub-contractor's insurance shall have the same impact as described above.