

**REQUEST FOR PROPOSAL
INFORMATION TECHNOLOGY SYSTEM MANAGEMENT
(ITSM) HELP DESK SOLUTION
FOR THE CITY OF STOCKTON, CALIFORNIA
PUR 14-035
QUESTIONS/ANSWERS & CLARIFICATIONS**

POSTED 03-26-2015

City of Stockton responses in blue:

From: Mark Milnes
Sent: Thursday, March 19, 2015 3:01 PM
To: Jim.limbaugh@stocctongov.com
Cc: michelle.kaufman@stocctongov.com
Subject: City of Stockton RFP PUR 14-035 ITSM Help Desk Solution

Hi Jim,

With regards to the City of Stockton RFP PUR 14-035 for Information Technology Service Management Help Desk Solution, I have the following questions.

1. In regards to licensing, how many analysts would need access to the service desk? This could be either named analysts, concurrent analysts or a combination of both.

A: Our current product has 25 concurrent licenses and we have 41 IT positions, and approximately 1,400 employees.

2. What 3rd party knowledge base are you looking to integrate with?

A: The solution should include a knowledge Base module. However, we currently are using Dell Kace 1200 appliance with knowledge base.

3. When "Freezing" a configuration item. Is that a calendar based freeze, showing a user that they cannot schedule something or a lock that does not allow any change placed against the configuration item?

A: To lock the device from any change in the configuration module.

4. What inventory controls tools do you have that automate inventory and asset data gathering?

A: We currently use the Dell Kace 1200 appliance for inventory gathering about a PC asset, and we currently track information in our current solution which is FrontRange's HEAT:Classic.

Thanks,

Mark

POSTED 03-12-2015

1. **Communication** – please send your communication via email to Michelle.Kaufman@stocktongov.com for procedure questions and to Jim.Limbaugh@stocktongov.com for technical questions.
2. **Questions** – the last day to make inquiries is March 19, 2015.
3. **Answers** – clarifications and answers will be posted by March 26, 2015.
4. **Proposals due** promptly by 2:00 pm, Thursday, April 9, 2015.