



## **ITSM Selection Team recommendation and subsequent award from CIO Leadership team for RFP #615510**

The evaluation committee for RFP 615510 has completed the review and evaluation of proposals for the ITSM Tool for Campus. Proposals were received by the following companies.

Avante Solutions, Inc. (Cherwell implementation partner)	Cognizant (ServiceNow implementation partner)
Beyond20 (Cherwell implementation partner)	ServiceNow
BMC	TeamDynamix
Cherwell	

The team eliminated the implementation partners from the evaluation process as implementation partners would be reviewed after the selection of a platform. The team also eliminated BMC because the cost of their offering is more than double the price of the next most expensive offering. They were also eliminated after research of other Universities and corporations that have recently moved away from this platform.

The chart below lists the weighted scores of the feature list from each of the 10 members of the evaluation team. The scores have been averaged for a final score for each vendor.

Vendor	Aaron Rogers	Bart Cohen	Chuck Mitchell	Donnie Blagg	Lane Roberts	Martin Bailey	Matthew Rose	Stacy Crotser	Travis Lynch	Will Simmons	Average
Cherwell	2030	2048	2048	1978	2045	2048	1978	1986	2045	2048	<b>2025.4</b>
ServiceNow	2070	2084	2084	2031	2081	2084	1981	2009	2053	2084	<b>2056.1</b>
TeamDynamix	2012	2015	2033	1924	2032	2015	1983	1988	2047	2015	<b>2006.4</b>

### **ITSM Tool Evaluation**

#### **Pricing Points**

Vendor	4 Year Total	Points	BFO 4 Year Total	BFO Points
BMC	2,547,711.00	13.08	2,547,711.00	10.11
Cherwell	333,150.00	100.00	257,700.00	100.00
ServiceNow	1,167,060.00	28.55	1,167,060.00	22.08
TeamDynamix	336,583.00	98.98	336,583.00	76.56

The evaluation committee made their recommendation to the CIO Leadership Team and a decision has been made to award the contract to **Cherwell**.

All documentation have been provided to Whitney Smith that had been received from the vendors.

*Whitney Smith 11/22/16*