

**Request for Proposal (RFP)**

**RFP No. 615510**

**Information Technology Service Management System (ITSM)**

**PROPOSAL RELEASE DATE: August 25, 2016**

**PROPOSAL DUE DATE: September 13, 2016**

**PROPOSAL DUE TIME: 2:30 PM CST**

**SUBMIT ALL PROPOSALS TO: University of Arkansas**

**Business Services**

**ADMN 321**

**1125 W. Maple St**

**Fayetteville, AR 72701**

**Signature Required For Response**

Respondent complies with all articles of the Standard Terms and Conditions documents as counterpart to this RFP document, and with all articles within the RFP document. If Respondent receives the University’s purchase order, Respondent agrees to furnish the items and/or services listed herein at the prices and/or under the conditions as indicated in the RFP.

|  |  |
| --- | --- |
| **Vendor Name:** |  |
| **Mailing Address:** |  |
| **City, State, Zip:** |  |
| **Telephone:** |  |
| **Email:** |  |

**Authorized Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Typed/Printed Name of Signor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**1.** **DESCRIPTION / OVERVIEW / GOALS OF RFP**

The University of Arkansas, Fayetteville (UAF) is seeking Proposals to supply the University with a comprehensive Information Technology Service Management (ITSM) system.

It is important for the University to consolidate IT support services into one tool. The tool must have the capability to support ITIL functional areas and promote best practices from within a support organization. It is important that the client access portal convey the branding of the university and be visually appealing to the users. The tool must provide value to the clients in order to drive them to the portal. The system must support scalability for the growth in size and complexity into the future as well as be uniformly deployed across the campus. The ultimate goal is to have a solution that meets the needs of the entire University such that each person can use the same tool for Information Technology Service Management activities. The focus of this RFP is a software tool designed for Information Technology Service Management activities that best meets the requirements and specifications outlined in the Scope section of this RFP. Both central and distributed IT units will use the tool; it must be capable of supporting various queues and workflows to satisfy the needs of each unit.

UAF is seeking a software tool or package that has numerous components and functionalities per the requirements in the Scope of Work. Preferred elements of the software would be an enterprise site license so the software could be made available to authorized faculty and staff on campus, robust and configurable integrated modules and reporting capabilities.

This value will be determined by UAF based on the overall competence, compliance, format and presentation of each RFP response and in-person presentation, as necessary.

A vendor presentation day may be held following the bid due date. Projected timeframe for when presentations could occur is specified in the “Projected Timetable of Activities” section of this RFP (or will be provided via Addendum). Please keep this schedule in mind and prepare for presentation if you are selected to present.

**UAF expects to achieve the following goals (at minimum) through the selected firm:**

1. The system must provide Incident, Problem, Change and Request Management.
2. The system must provide standard, scheduled, and custom surveys and reporting.
3. The system must provide a Self Service portal with access to knowledge base articles and procedures.
4. The system must provide a framework for development of automated workflows for repetitious tasks (i.e. employee onboarding, off-boarding, system deployment…)
5. The system must be scalable and configurable without customization of code.
6. The user application must support multiple browsers and operating systems both desktop and mobile.
7. The system must be ADA compliant.
8. The system should provide an integrated Service Catalog.
9. The system should provide Knowledge Management methodology including a fully indexed knowledgebase.
10. The system should provide an attractive, brandable user interface that can be designed without the need of professional services.
11. The system should facilitate Asset Management and Software License Management within the tool.
12. The system should provide the information needed to perform risk assessment as part of the Change Management process. (ex. CMDB)
13. Solution should support integration with other applications, as well as offering APIs for custom integrations.
14. Ability to integrate with authentication systems. (ex. AD, Shibboleth, CAS, LDAP)
15. Training:
    * 1. The proposal shall include training to be provided for administrators of the ITSM platform.
      2. The proposal shall include training to be provided for users or agents of the ITSM platform
      3. The proposal shall include a Train the Trainer process for continued training of internal resources

**2. PRICING**

Respondents must provide detailed/itemized pricing for each individual component, and/or the

overall system, in the format as requested via Official Price Sheet **(see Appendix II).**  Pricing should include options for SAAS or On Prem. If pricing is dependent on any assumptions that are not specifically stated on the Official Price Sheet, please list those assumptions accordingly on a separate spreadsheet and show detailed pricing. Any additional pricing lists should remain attached to the Official Price Sheet for purposes of accurate evaluation. Pricing must be valid for 90 days following the bid response due date and time. The University will not be obligated to pay any costs not identified on the Official Price Sheet. The respondent must certify that any costs not identified by the respondent, but subsequently incurred in order to achieve successful operation of the service, will be borne by the respondent. Failure to do so may result in rejection of the bid.

**3. VENDOR REFERENCES**

The University requires assurance that the offered products function properly. The University reserves the right to request or obtain additional information. Respondents must supply, with the bid, at least three (3) reference accounts, preferably in higher education, (including persons to contact, telephone numbers, and email addresses) located in the continental United States currently served by respondent. Respondents must also provide contact information for two former customers that have left your services in the last three years. The University reserves the right to contact or visit any of the supplier’s current and/or past customers to evaluate the level of performance and customer satisfaction. **See Appendix I for format.**

**4. RESPONDENTS RESPONSIBILITY TO READ RFP**

It is the Respondent's responsibility to thoroughly examine and read the entire RFP document. Failure of Respondents to fully acquaint themselves with existing conditions or the amount of goods and work involved will not be a basis for requesting extra compensation after the award of a Contract.

**5. PROJECTED TIMETABLE OF ACTIVITIES**

The following schedule will apply to this RFP, but may change in accordance with the University's needs:

8/25/16: RFP released to prospective respondents

9/2/16: 5:00 PM CST - Last date/time UAF will accept questions

9/6/16: Last date UAF will issue an addendum

9/13/16: Proposal submission deadline 2:30 PM CST

TBD: Vendor Presentations (if necessary)

TBD: Notice of Intent to Award

Upon Award: Contract Negotiations Begin

Upon Contract Approval: Service to Commence

**Note:** The successful bidder will enter into a Technical/General Services Contract that will require legislative review/approval prior to any work conducted.  See the following link for tentative review schedule: <http://procurement.uark.edu/_resources/documents/PCSTGSDeadlines.pdf>

**6. CONTRACT TERM AND TERMINATION**

The term (“Term”) of this contract will be for a period beginning from the date of award. If mutually agreed upon in writing by the contractor and the University of Arkansas, the University reserves the option to renew this contract on a yearly basis, not to exceed an aggregate total of seventy-two (72) months. The University of Arkansas may terminate this Agreement without cause, at any time during the Term (including any renewal periods), by giving the other party thirty (30) days advance written notice of termination. Additionally, in the event of non-appropriation of funds necessary to fulfill the terms and conditions of this Agreement during any biennium period of the Term (including any renewal periods), the parties agree that this Agreement shall automatically terminate without notice.

a) If at any time the services become unsatisfactory, the University of Arkansas will give thirty (30) days written notice to the contractor. If at the end of the thirty (30) day period the services are still deemed unsatisfactory, the contract shall be cancelled by the University of Arkansas, Office of Business Affairs. Additionally, the agreement may be terminated, without penalty, by the University without cause by giving thirty (30) days written notice of such termination to the seller.

b) Upon award, the agreement is subject to cancellation, without penalty, either in whole or in part, if funds are not appropriated.

c) In no event shall such termination by the University as provided for under this Section give rise to any liability on the part of the University including, but not limited to, claims of Proposer for compensation for anticipated profits, unabsorbed overhead, or on borrowing. The University’s sole obligation hereunder is to pay Proposer for services ordered and received prior to the date of termination.

The terms, conditions, representations, and warranties contained in the agreement shall survive the termination of this contract.

**7. GENERAL INFORMATION FOR BIDDERS**

**7.1 Distributing Organization**

This Request for Proposal (RFP) is issued by the Office of Business Affairs, University of Arkansas, Fayetteville (UAF). The University Purchasing Official is the sole point of contact during this process.

**Bidder Questions and Addenda:** Bidder questions concerning all matters of this RFP should be sent via email to:

Whitney Smith, Procurement Coordinator

Business Services

[wesmith@uark.edu](mailto:wesmith@uark.edu)

Questions received via email will be directly addressed via email, and compilation of *all* questions and answers (Q&A), as well as any revision, update and/or addenda specific to this RFP solicitation will be made available on HogBid, the University of Arkansas bid solicitation website: <http://hogbid.uark.edu/index.php>. During the time between the bid opening and contract award(s), with the exception of bidder questions during this process, any contact concerning this RFP will be initiated by the issuing agency and not the respondent. Specifically, the persons named herein will initiate all contact.

Respondents shall not rely on any other interpretations, changes, or corrections. It is the Respondent's responsibility to thoroughly examine and read the entire RFP document and any Q&A or addenda to this RFP. Failure of Respondents to fully acquaint themselves with existing conditions or information provided will not be a basis for requesting extra compensation after the award of a Contract.

**7.2 Agency Employees and Agents**

The Company shall be responsible for the acts of its employees and agents while performing services pursuant to the Agreement. Accordingly, the Company agrees to take all necessary measures to prevent injury and loss to persons or property while on the University premises. The Company shall be responsible for all damages to persons or property on and off campus caused solely or partially by the Company or any of its agents or employees. Company employees shall conduct themselves in a professional manner and shall not use the University’s facilities for any activity or operation other than the operation and performance of services as herein stated. The University reserves the right to deny access to any individual. The following conduct is unacceptable for the Company’s employees and agents: foul language, offensive or distasteful comments related to age, race, ethnic background or sex, evidence of alcohol influence or influence of drugs, refusal to provide services requested, refusal to make arrangements for additional services needed and general rudeness. The Company shall require standard criminal background checks on all employees of the Company in advance of the performance of any on-campus duties. Employees whose background checks reveal felony convictions of any type are to be either removed from all support activities on the University campus or reported to the University for review and approval in advance of the performance of any on-campus duties.

**7.3 Tobacco Free Campus**

Smoking and the use of tobacco products (including cigarettes, cigars, pipes, smokeless tobacco, and other tobacco products), as well as the use of electronic cigarettes, by students, faculty, staff, contractors, and visitors, are prohibited at all times on and within all property, including buildings, grounds, and Athletic facilities, owned or operated by the University of Arkansas and on and within all vehicles on University property, and on and within all University vehicles at any location.

**7.4 Disputes**

The successful vendor and the University agree that they will attempt to resolve any disputes in good faith. The vendor and the University agree that the State of Arkansas shall be the sole and exclusive venue for any litigation or proceeding that may arise out of or in connection with this contract. The vendor acknowledges, understands and agrees that any actions for damages against the University may only be initiated and pursued in the Arkansas Claims Commission. Under no circumstances does the University agree to binding arbitration of any disputes or to the payment of attorney fees, court costs or litigation expenses.

**7.5 Conditions of Contract**

The successful bidder shall at all times observe and comply with federal and Arkansas State laws, local laws, ordinances, orders, and regulations existing at the time of or enacted subsequent to the execution of this contract which in any manner affect the completion of work. The successful bidder shall indemnify and save harmless the University and all its officers, representatives, agents, and employees against any claim or liability arising from or based upon the violation of any such law, ordinance, regulation, order or decree by an employee, representative, or subcontractor of the successful bidder.

**7.6 Contract Information**

Respondents should note the following regarding the State’s contracting authority, and amend any documents accordingly. Failure to conform to these standards may result in rejection of agency response:

1. The State of Arkansas may not contract with another party:

1. To pay any penalties or charges for late payment or any penalties or charges which in fact are penalties for any reason.

2. To indemnify and defend that party for liability and damages. Under Arkansas law the University of Arkansas may not enter into a covenant or agreement to hold a party harmless or to indemnify a party from prospective damages. However, with respect to loss, expense, damage, liability, claims or demands either at law or in equity for actual or alleged injuries to persons or property arising out of any negligent act or omission by the University and its employees or agents in the performance of this Agreement, the University agrees with the successful party that: (a) it will cooperate with the successful party in the defense of any action or claim brought against the successful party seeking the foregoing damages or relief; (b) it will in good faith cooperate with the successful party should the successful party present any claims of the foregoing nature against University to the Claims Commission of the State of Arkansas; (c) it will not take any action to frustrate or delay the prompt hearing on claims of the foregoing nature by the said Claims Commission and will make reasonable efforts to expedite said hearing; provided, however, the University reserves its right to assert in good faith all claims and defenses available to it in any proceedings in said Claims Commission or other appropriate forum. The obligations of this paragraph shall survive the expiration or termination of this agreement.

3. Upon default, to pay all sums that become due under a contract.

4. To pay damages, legal expenses, or other costs and expenses of any party.

5. To conduct litigation in a place other than Washington County, Arkansas.

6. To agree to any provision of a contract that violates the laws or constitution of the State of Arkansas.

B. A party wishing to contract with UAF should:

1. Remove any language from its contract which grants to it any remedies other than:

* The right to possession.
* The right to accrued payment.
* The right to expenses of de-installation.

2. Include in its contract that the laws of the State of Arkansas govern the contract.

3. Acknowledge in its contract that contracts become effective when awarded by the University Purchasing Official.

**7.7 Reservation**

This RFP does not commit UAF to award a contract, to pay costs incurred in the preparation of a response to this request, or to procure or contract for services or supplies. UAF reserves the right to accept or reject (in its entirety), any response received as a result of this RFP, if it is in the best interest of the University to do so. In responding to this RFP, respondents recognize that the University may make an award to a primary vendor; however, the University reserves the right to purchase like and similar services from other agencies as necessary to meet operation requirements.

**7.8 Qualifications of Bidder**

The University may make such investigations as deems necessary to determine the ability of the bidder to meet all requirements as stated within this bid request, and the bidder shall furnish to the University all such information and data for this purpose that the University may request. The University reserves the right to reject any bid if the evidence submitted by, or investigations of, such bidder fails to satisfy the University that such bidder is properly qualified to carry out the obligations of the Agreement.

**7.9 Default**

In the event that the contractor fails to carry out or comply with any of the Terms and Conditions of the contract with the University, the University may notify the Contractor of such failure or default in writing and demand that the failure or default be remedied within ten (10) working days, and in the event the Proposer fails to remedy such failure or default within the ten (10) working day period, the University shall have the right to cancel the contract upon thirty (30) days written notice. The cancellation of the contract, under any circumstances whatsoever, shall not effect or relieve contractor from any obligation or liability that may have been incurred or will be incurred pursuant to the contract and such cancellation by the University shall not limit any other right or remedy available to the University by law or in equity.

**7.10 Non Waiver of Defaults**

Any failure of the University at any time, to enforce or require the strict keeping and performance of any of the terms and conditions of this agreement shall not constitute a waiver of such terms, conditions, or rights, and shall not affect or impair same, or the right of the University at any time to avail itself of same.

**7.11 Independent Parties**

Vendor acknowledges that under this contract it is an independent vendor and is not operating in any fashion as the agent of the University. The relationship of the vendor and University is that of independent contractors, and nothing in this contract should be construed to create any agency, joint venture, or partnership relationship between the parties.

**7.12 Governing Law**

The parties agree that this contract, including all amendments thereto, shall be construed and enforced in accordance with the laws of the State of Arkansas, without regard to choice of law principles. Consistent with the foregoing, this contract shall be subject to the Uniform Commercial Code as enacted in Arkansas.

**7.13 Proprietary Information**

Proprietary information submitted in response to this bid will be processed in accordance with applicable University of Arkansas procurement procedures. All material submitted in response to this bid becomes the public property of the State of Arkansas and will be a matter of public record and open to public inspection subsequent to bid opening as defined by the Arkansas Freedom of Information Act. The Respondent is hereby cautioned that any part of its bid that is considered confidential, proprietary, or trade secret, must be labeled as such and submitted in a separate envelope along with the bid, and can only be protected to the extent permitted by Arkansas law.

**7.14 Disclosure**

Disclosure is a condition of this contract and the University of Arkansas cannot enter into any contract for which disclosure is not made. Arkansas’s Executive Order 98-04 requires all potential contractors disclose whether the individual or anyone who owns or controls the business is a member of the Arkansas General Assembly, constitutional officer, state board or commission member, state employee, or the spouse or family member of any of these. If this applies to the bidder’s business, the bidder must state so in writing.

**7.15 Proposal Modification**

Proposals submitted prior to the Proposal opening date may be modified or withdrawn only by written notice to the University of Arkansas. Such notice must be received by the University Purchasing Official prior to the time designated for opening of the Proposal. Respondent may change or withdraw the Proposal at any time prior to Proposal opening; however, no oral modifications will be allowed. Only letters or other formal written requests for modifications or corrections of a previously submitted Proposal that are addressed in the same manner as the Proposal and that are received prior to the scheduled Proposal opening time will be accepted. The Proposal, when opened, will then be corrected in accordance with such written requests, provided that the written request is contained in a sealed envelope that is clearly marked with the RFP number and “Modification of Proposal”. No modifications of the Proposal will be accepted at any time after the Proposal due date and time.

**7.16 Prime Contractor Responsibility**

Single and joint vendor bids and multiple bids by vendors are acceptable. However, the selected bidder(s) will be required to assume prime contractor responsibility for the contract and will be the sole point of contact with regard to the award of this RFP.

**7.17 Period of Firm Proposal**

Prices for the proposed services must be kept firm for **at least 90 days** after the Proposal Due Date specified on the cover sheet of this RFP. Firm Proposals for periods of less than this number of days may be considered non-responsive. The Respondent may specify a longer period of firm price than indicated here. If no period is indicated by the Respondent in the Proposal, the price will be firm for 90 days or until written notice to the contrary is received from the Respondent, whichever is longer.

**7.18 Warranty**

The vendor must:

1. Define the provisions of the warranty regarding response time for service and support.
2. Define the provisions of the warranty regarding system up time including maintenance windows.
3. Outline the standard or proposed plan of action for correcting problems during the warranty period.
4. Respondents must itemize any components, services, and labor that are excluded from warranty.

**7.19 Errors and Omissions**

The Respondent is expected to comply with the true intent of this RFP taken as a whole and shall not avail itself of any errors or omissions to the detriment of the services. Should the Respondent suspect any error, omission, or discrepancy in the specifications or instructions, the Respondent shall immediately notify the University Purchasing Official, in writing, and the University of Arkansas shall issue written instructions to be followed. The Respondent is responsible for the contents of its Proposal and for satisfying the requirements set forth in the RFP.

**7.20 Award Responsibility**

The University Purchasing Official will be responsible for award and administration of any resulting contract(s). The University reserves the right to reject any or all bids, or any portion thereof, to re-advertise if deemed necessary, and to investigate any or all bids and request additional information as necessary in order to substantiate the professional, financial and/or technical qualifications of the Bidders.

Contract(s) will be awarded to the Bidder(s) whose proposal adheres to the conditions set forth in the RFP, and in the sole judgment of the University, best meets the overall goals and financial objectives of the University. A resultant contract will not be assignable without prior written consent of both parties.

**7.21 Confidentiality and Publicity**

From the date of issuance of the RFP until the opening date, the Respondent must not make available or discuss its Proposal, or any part thereof, with any employee or agent of the University of Arkansas. The Respondent is hereby warned that any part of its Proposal or any other material marked as confidential, proprietary, or trade secret, can only be protected to the extent permitted by law. All material submitted in response to this RFP becomes the property of the University of Arkansas.

News release(s) by a vendor pertaining to this RFP or any portion of the project shall not be made without prior written approval of the University Purchasing Official. Failure to comply with this requirement is deemed to be a valid reason for disqualification of the respondent's bid. The University Purchasing Official will not initiate any publicity relating to this procurement action before the contract award is completed.

Employees of the company awarded the contract may have access to records and information about University processes, employees, including proprietary information, trade secrets, and intellectual property to which the University holds rights. The company agrees to keep all such information strictly confidential and to refrain from discussing this information with anyone else without proper authority.

**7.22 Respondent Presentations**

The University of Arkansas reserves the right to, but is not obligated to, request and require that final contenders determined by the Evaluation Committee provide a formal presentation of their Proposal at a date and time to be determined by the Evaluation Committee. Respondents are required to participate in such a request if the University of Arkansas chooses to engage such opportunity.

**7.23 Excused Performance**

In the event that the performance of any terms or provisions of this Agreement shall be delayed or prevented because of compliance with any law, decree, or order of any governmental agency or authority, either local, state, or federal, or because of riots, war, acts of terrorism, public disturbances, unavailability of materials meeting the required standards, strikes, lockouts, differences with workmen, fires, floods, Acts of God, or any other reason whatsoever which is not within the control of the party whose performance is interfered with and which, by the exercise of reasonable diligence, such party is unable to prevent (the foregoing collectively referred to as "Excused Performance"), the party so interfered with may at its option suspend, without liability, the performance of its obligations during the period such cause continues, and extend any due date or deadline for performance by the period of such delay, but in no event shall such delay exceed six (6) months.

**7.24 Funding Out Clause**

If, in the sole discretion of the University, funds are not allocated to continue this Agreement, or any activities related herewith, in any future period, then the University will not be obligated to pay any further charges for services, beyond the end of the then current period. The Company will be notified of such non-allocation at the earliest possible time. No penalty shall accrue in the event this section is exercised. This section shall not be construed so as to permit the University to terminate the Agreement in order to acquire similar service from a third party.

**7.25 Indicia**

The respondents and the Company acknowledges and agrees that the University owns the rights to its name and its other names, symbols, designs, and colors, including without limitation, the trademarks, service marks, designs, team names, nicknames, abbreviations, city/state names in the appropriate context, slogans, logo graphics, mascots, seals, color schemes, trade dress, and other symbols associated with or referring to the University of Arkansas that are adopted and used or approved for use by the University (collectively the “Indicia”) and that each of the Indicia is valid. Neither any respondent nor Company shall have any right to use any of the Indicia or any similar mark as, or a part of, a trademark, service mark, trade name, fictitious name, domain name, company or corporate name, a commercial or business activity, or advertising or endorsements anywhere in the world without the express prior written consent of the University. Any domain name, trademark or service mark registration obtained or applied for that contains the Indicia or any similar mark upon request shall be assigned or transferred to the University without compensation.

**7.26 RFP Interpretation**

Interpretation of the wording of this document shall be the responsibility of the University of Arkansas and that interpretation shall be final.

**7.27 Time is of the Essence**

Vendor and University agree that time is of the essence in all respects concerning this contract and performance herein.

**7.28 Formation of the Agreement/Contract**

At its option, the University may take either one of the following actions in order to create the agreement between the University and the selected vendor:

**A.** Accept a proposal as written by issuing a written notice to the selected vendor, which refers to the Request for Proposal and accept the proposal submitted in response to it.

**B.** Enter negotiations with one or more firms in an effort to reach a mutually satisfactory written agreement, which will be executed by both parties and will be based upon this Request for Proposal, the proposal submitted by the firm and negotiations concerning these.

Because the University may use alternative (A) above, each Proposer should include in its proposal all requirements, terms or conditions it may have, and should not assume that an opportunity will exist to add such matters after the proposal is submitted. The contents of this RFP will be incorporated into the final contract documents, which will include a Standard University agreement.

**Note:** The successful bidder will enter into a Technical/General Services Contract that will require legislative review/approval prior to any work conducted.  See the following link for tentative review schedule: <http://procurement.uark.edu/_resources/documents/PCSTGSDeadlines.pdf>

**8. INSTRUCTION TO BIDDERS**

**8.1** Respondents must comply with all articles of the Standard Terms and Conditions documents posted on our Hogbid website as counterpart to the RFP document, and any associated appendices, as well as all articles within the RFP document. The University of Arkansas is not responsible for any misinterpretation or misunderstanding of these instructions on the part of the Bidders.

**8.2** Respondents must address each section of the RFP. An interactive version of the RFP document will be posted on our Hogbid website. Bidders can insert responses into the document provided, or create their own response document making sure to remain consistent with the numbering and chronological order as listed in our RFP document. Ultimately, bidders must ‘acknowledge’ each section of our document in their bid response.

In the event that a detailed response is not necessary, the respondent shall state ACKNOWLEDGED as the response to indicate that the respondent acknowledges, understands, and fully complies with the specification. If a description is requested, please insert detailed response accordingly. Bidder’s required responses should contain sufficient information and detail for the University to further evaluate the merit of the vendor’s response. Failure to respond in this format may result in bid disqualification.

**8.3**Any exceptions to any of the terms, conditions, specifications, protocols, and/or other requirements listed in this RFP must be clearly noted by reference to the page number, section, or other identifying reference in this RFP. All information regarding such exceptions to content or requirements must be noted in the same sequence as its appearance in this RFP.

**8.4** Proposals will be publicly opened in the Purchasing Office, Room 321 Administration Building, The University of Arkansas, Fayetteville, Arkansas, 72701, at 2:30 p.m. CST, on the proposal due date. All responses must be submitted in a sealed envelope with the response number clearly visible on the OUTSIDE of the envelope/package. No responsibility will be attached to any person for the premature opening of a response not properly identified.

**Agencies must submit one (1) signed original, one (1) signed copy, and one (1) electronic copy of their response (i.e. CD-ROM or USB Flash drive)** labeled with the respondent’s name and the Bid Number, readable by the University, with the documents in Microsoft Windows versions of Microsoft Word, Microsoft Excel, Microsoft Visio, Microsoft PowerPoint, or Adobe PDF formats; other formats are acceptable as long as that format’s viewer is also included or a pointer is provided for downloading it from the Internet.

Responses must be received at the following location prior to the time and date specified within the timeline of this RFP:

University of Arkansas

Business Services

ADMN 321

1125 W. Maple St

Fayetteville, Arkansas 72701

**NOTE: No award will be made at bid opening. Only names of respondents and a preliminary determination of proposal responsiveness will be made at this time.**

Respondents may deliver their responses either by hand or through U.S. Mail or other available courier services to the address shown above. **Include the RFP name and number on the outside of each package and/or correspondence related to this RFP.** No call-in, emailed, or faxed responses will be accepted. The Respondent remains solely responsible for insuring that its response is received at the time, date, and location specified. The University of Arkansas assumes no responsibility for any response not so received, regardless of whether the delay is caused by the U.S. Postal Service, University Postal Delivery System, or some other act or circumstance. Responses received after the time specified in this RFP will not be considered. **All responses received after the specified time will be returned unopened**.

**8.5** For a bid to be considered, an official authorized to bind the respondent to a resultant contract must include signature in the blank provided on the RFP cover sheet. Failure to sign the response as required will eliminate it from consideration.

**8.6** All official documents, including responses to this RFP, and correspondence shall be included as part of the resultant contract.

**8.7** The University Purchasing Official reserves the right to award a contract or reject a bid for any or all line items of a bid received as a result of this RFP, if it is in the best interest of the University to do so. Bids may be rejected for one or more reasons not limited to the following:

* + - * 1. Failure of the vendor to submit the bid(s) and bid copies as required in this RFP on or before the deadline established by the issuing agency.
        2. Failure of the vendor to respond to a requirement for oral/written clarification, presentation, or demonstration.
        3. Failure to provide the bid security or performance security if required.
        4. Failure to supply vendor references if required.
        5. Failure to sign an Official Bid Document.
        6. Failure to complete the Official Bid Price Sheet.
        7. Any wording by the respondent in their response to this RFP, or in subsequent correspondence, which conflicts with or takes exception to a bid requirement in this RFP.

**8.8** If the bidder submits standard terms and conditions with the bid, and if any section of those terms is in conflict with the laws of the State of Arkansas, the State laws shall govern. Standard terms and conditions submitted may need to be altered to adequately reflect all of the conditions of this RFP, the bidder's responses and Arkansas State law.

**9. INDEMNIFICATION AND INSURANCE**

The successful bidder shall indemnify and hold harmless the University, its officers and employees from all claims, suits, actions, damages, and costs of every nature and description arising out of or resulting from the Contract, or the provision of services under the Contract.

The successful bidder shall purchase and maintain at bidder’s expense, the following minimum insurance coverage for the period of the contract. Certificates evidencing the effective dates and amounts of such insurance must be provided to the University.

* Workers Compensation: As required by the State of Arkansas.
* Comprehensive General Liability, with no less than $1,000,000 each occurrence/$2,000,000 aggregate for bodily injury, products liability, contractual liability, and property damage liability.
* Comprehensive Automobile Liability, with no less than combined coverage for bodily injury and property damage of $1,000,000 each occurrence. Policies shall be issued by an insurance company authorized to do business in the State of Arkansas and shall provide that policy may not be canceled except upon thirty (30) days prior written notice to the University of Arkansas.

Contractor shall furnish University with a certificate(s) of insurance effecting coverage required herein. Failure to file certificates or acceptance by the University of certificates which do not indicate the specific required coverages shall in no way relieve the Contractor from any liability under the Agreement, nor shall the insurance requirements be construed to conflict with the obligations of Contractor concerning indemnification. Proof of Insurance must be included in bid response.

Contractor shall, at their sole expense, procure and keep in effect all necessary permits and licenses required for its performance under this agreement, and shall post or display in a prominent place such permits and/or notices as are required by law.

**10. COMPANY OVERVIEW**

The supplier shall provide a general overview of the company including the following information:

* Foundation date
* Description of core activities
* Major company and distributor locations
* Total number of clients
* Total number of clients in higher education
* Current financial status and revenues – Overview only

**11. BEST AND FINAL OFFER**

The University of Arkansas reserves the right to request an official “Best and Final Offer” from bid Respondents if it deems such an approach in the best interest of the institution.  In general, the “Best and Final Offer” will consist of an updated cost proposal in addition to an opportunity for the vendor to submit a final response to specific questions or opportunities identified in subsequent discussions related to the original proposal response submitted to the university. If the University of Arkansas chooses to invoke a “Best and Final Offer” option, all responses will be re-evaluated by incorporating the information as requested in the official “Best and Final Offer” document, including costs and answers to specific questions presented in the document. The specific format for the official “Best and Final Offer” request will be determined during evaluation discussions.  The official request for a “Best and Final Offer” will be issued by the University Procurement Department.

**12. SPECIFICATIONS / SCOPE OF SERVICES REQUESTED**

***UAF has the following ITSM Tool Requirements divided into 21 Categories:***

|  |  |
| --- | --- |
| **General Usability** | |
|  | Ticket integration / linking between the various ITIL processes within the tool |
|  | Out-of-box ITIL best practices and terminology within each process/module in the tool. |
|  | Multiple request submission methods (e-mail, instant message, self-service/service catalog, phone, text message) |
|  | Scalable to multiple departments and physical campus locations |
|  | Online help and production documentation available to consultants/staff |
|  | Internal staff can customize their filters, searches and bookmarks to quickly provide relevant information to their job function. |
|  | Staff can enter new notes, but not modify existing notes, or all changes are tracked. |
|  | Personalized user interface and options flexibility (i.e. customize your screen for your preferences and tools you use) |
|  | Advanced searching - index based, full word, keyword, meta data |
|  | Built-in escalation capabilities |
|  | Ability to attach documents to tickets |
|  | Ability for users to subscribe to published incidents, knowledge and information. |
|  | Ability to set pre-approved communications, response templates, and phone messages |
|  | Ticket creation templates |
|  |  |
| **Incident and Request Management** | |
|  | Ability to submit and track tickets on behalf of users (Non-Affiliates) outside the University system |
|  | Tickets trackable/searchable both by the agent and the client. |
|  | Parent / Child ticket capability: Ability to group multiple calls/tickets into a common or master incident |
|  | Ability to create related tasks from a ticket. |
|  | Ability to create and assign sub-tasks within one ticket. |
|  | Customizable E-mail notifications to customers on ticket events |
|  | Customizable E-mail notifications to support staff on ticket events, and push to tech via mobile app. |
|  | SMS Text notification |
|  | Ticket creation or update via e-mail injection/reply |
|  | Ticket rules to auto assign from Bomgar session |
|  | Auto generated / Scheduled ticket generation |
|  | Major incident notifications published in portal |
|  | Automated ticket management - Support existing support processes with rule-based triggers, notifications and views |
|  | Communication: Support personnel should be able to centrally manage support processes across multiple communication channels including email, web, social media, online chat and native support for mobile application platforms including iPhone, iPad and Android devices. |
|  | Ability to log and track tickets within a central reporting database across multiple queues |
|  | Embedded message functionality (Text message, SMS, Email, etc.) |
|  | Support for tiered Service Level Agreements |
|  | Ability to manually route or assign tickets |
|  | Easy access to view ticket history |
|  | Ability to apply a bulk change or communication to multiple incidents |
|  | Offers the ability to drive work group routing by Categorization or Configuration Item |
|  | CC field so clients and agents can be notified of ticket events |
|  | Ability to escalate cases between multiple tiers or levels of consultants and groups |
|  | Ability to set priority/severity level |
|  | Ability to define and set required fields |
|  | Ability to track approvals of certain tasks when required |
|  | Ability to differentiate work order types (new, add, change, remove, etc.) |
|  | Ability to prioritize and categorize calls (incident, service request, request for information, etc.) and report on different categories |
|  | SLA-based ticket escalation |
|  | Auto identification of thresholds of similar cases over specified time frame |
|  | End user acceptance capability: Ability to accept legal acceptable use policy, Permission to repair, not held liable, etc. |
|  |  |
| **Problem Management** | |
|  | Ability to search for potentially related incidents/problems based on different criteria; e.g. Configuration Item, Description and Group |
|  | System automatically prompts user with potentially related tickets based on multiple criteria. |
|  | Ability to manually set priorities and severities |
|  | Linking between related items (incidents, problems, tasks, service requests) |
|  | Supports suspended or deferred status |
|  | Ability to create, modify and close Problem records |
|  | Route and assign problem records to pre-defined support staff or groups |
|  | Ability for agents to assign impact and urgency codes to problem records |
|  | Ability to generate customizable management reports |
|  | Ability to create a problem record and assign multiple tickets beneath |
|  | Ability to request a system change based on a problem and link associated documentation |
|  | Ability to flag and close a problem record as unresolved |
|  |  |
| **Change Management** | |
|  | Facilitate the recording and storage of Request for Changes (RFC) in an easily accessible format |
|  | Supports change approval routing |
|  | Capturing rollout and back out plans |
|  | Ability to manually set priorities and severities |
|  | Ability to break changes into multiple stages and assign/view status of each stage |
|  | Ability to create change workflows with tasks assigned to multiple groups |
|  |  |
| **Asset Management and Configuration Database (CMDB)** | |
|  | Integrates with KACE |
|  | Integrates with SCCM |
|  | Manual import into asset database and CMDB |
|  | Scan ability from Mobile app |
|  | Location |
|  | Information |
|  | Batch add of assets |
|  | Display, in a graphical format, the configuration or network maps of interconnected CIs, and to input information about new CIs via such maps. |
|  | Ability to track resources and assets separate from clients in tickets (for example, see a specific computer’s history regardless of end user) |
|  | Ability to track and show interrelationships between network equipment, telecomm equipment, client workstations, physical servers, clusters, virtual machines, applications, support contracts, software versioning, OS versions, development, test and production categories, peripherals, projectors, classrooms, printers, scanners, SANs, sites, network closets and data centers |
|  | Ability to bulk-load configuration items and CI changes |
|  | Ability to tag a resource or asset as “down” or “unavailable” and report on the time spent in that state. |
|  |  |
| **Software License Management** | |  |
|  | Inventory Software Licenses |
|  | Inventory Infrastructure Software |
|  |  |
| **Knowledge Management** | |
|  | Import of articles |
|  | Creation of articles |
|  | Indexing |
|  | Permission levels |
|  | Star rating |
|  | Modification date |
|  | Support for pre-built knowledgebase articles |
|  | Article templates |
|  | Easy searching of indexed documents |
|  | Searches of previously resolved tickets |
|  | Ability to publish to a specified audience using defined security parameters. This includes the ability to limit viewing ability to particular internal groups as well. |
|  | Support for knowledge lifecycle. |
|  | Standard ITIL metrics for reporting |
|  | Topic tags |
|  |  |
| **Service Catalog / Self Service / Customer Functionality** | |
|  | Web self-service (service request, search knowledge base, register devices, monitoring, and update) |
|  | Customizable for specific customer groups |
|  | Self-service options customizable per specific group, unit, or permission level |
|  | Accessible from a variety of interfaces (laptop, desktop, phone, tablet) |
|  | Ability to display a variety of information (hours, service level, service availability, etc.) |
|  | Current issues published as news on portal |
|  | Customer friendly web interface |
|  | User request form to allow end user options to generate requests |
|  | Customers can search their previous tickets |
|  | Customers can add additional notes/information to existing tickets |
|  | Customers can view incidents, changes, service requests, and billing info of their own tickets |
|  | Customers assigned to a specific role (department head/department contact) can view all of the tickets, reports, dashboards and related information for that department. |
|  | Integrated knowledge base invoked during web self-service and independently searchable |
|  |  |
| **Mobile App** | |
|  | True Mobile App? |
|  | Ticket management |
|  | Client |
|  | Tech portal |
|  | Push Notification |
|  | KB Article access |
|  | Device agnostic hardware support (Android, Apple, Windows, Blackberry) |
|  | View all work assigned (tickets, tasks, projects, etc.) |
|  | Ability to view dashboards/metrics |
|  |  |
| **Integration / API** | |
|  | Ability to import information from multiple data sources |
|  | Solution should come with pre-built integration with many other applications, as well as offering APIs for custom integrations. Provide a list of available and included pre-built integrations. |
|  | Ability to integrate with authentication systems - AD, Shibboleth, CAS, LDAP. List the methods that are natively supported. |
|  | Active Directory |
|  | Import users, rights from AD, LDAP |
|  | Scheduled import from Active Directory |
|  | Scheduled import from LDAP |
|  | Quick and easy implementation |
|  | Support for open standards |
|  | Ability to make changes to AD from ITSM tool. |
|  | Automated alerts to individuals, groups or managers - List the type of alerts available (e-mail, SMS, etc.) |
|  | Ability to query and display information from enterprise systems automatically (AD, WSUS, Anti-virus, Exchange, Papercut, etc.…) |
|  | Phone system integration - Automatically starts an incident/case/ticket when a call is answered |
|  | Auto populate a ticket with user information via single sign on portal |
|  | Interface/integration with inventory/discovery technologies (e.g. - KACE, SCCM, Altiris, etc.) |
|  | Exchange support. |
|  |  |
| **Vendor History** | |
|  | University references |
|  | Industry references |
|  | Longevity of business |
|  | Meet PinkVERIFY requirements |
|  |  |
| **Deployment / Support / Maintenance** | |
|  | Do you use your own tool? |
|  | Training |
|  | User groups |
|  | User Documentation |
|  | Train the Trainer |
|  | Availability |
|  | SLA |
|  | Uptime |
|  | Response time |
|  | Typical Deployment Duration |
|  | Implementation partners |
|  | Training Material. Web and available consulting and support for administrative function. |
|  | Editable online Help Facility (End user facing). |
|  | Ease of updates - Upgrade to newer version without loss of local customization |
|  | Software updates and patches are thoroughly tested, installation procedures documented and support available to resolve technical issues |
|  | Provide system performance expectations for a SaaS/hosted environment |
|  | Specify levels of support, severity and response time in detail. |
|  |  |
| **Reporting / Analytics** | |
|  | Detailed and flexible reporting and dashboards |
|  | Executive level |
|  | Tech Level |
|  | Management Level |
|  | Scheduled |
|  | Own SQL Queries |
|  | Out-of-box ITIL best practices and terminology. |
|  | Full featured out of the box reporting, external report capability and standard reports. |
|  | Ability to query external data sources to create more comprehensive reports - Example - Incident data tied together with data from ERP |
|  | Ability to create ad hoc reports via external report tools, APIs, programs and scripts |
|  |  |
| **Surveys** | |
|  | Generate feedback surveys |
|  | Customize questions for surveys |
|  | Schedule surveys |
|  | Set rules on when to send surveys (e.g. after so many requests from a user is closed) |
|  | Multi Language Surveys |
|  | Tool can be used to generate and send non-feedback surveys |
|  |  |
| **Customization / Branding** | |
|  | Portal |
|  | Mobile app |
|  | Within application |
|  | Ability to add, delete and modify fields and field values globally and locally (for a specific sub-groups, types of requests or queue). |
|  |  |
| **Cost Structure** | |
|  | Named licensing |
|  | Concurrent licensing |
|  | Do approvals/reporting capability require licenses? |
|  | Cost reduction for student/part-time agents? |
|  | Hosted (SAAS) service offering. |
|  | On Prem option |
|  |  |
| **ADA Compliance (Accessibility)** | |
|  | Current version fully conforms to all Section 508 requirements. |
|  | Can provide VPAT for current version of product |
| Full functionality and compliance for accessing the solution by the top web browsers (Firefox, IE7 and above, Chrome, Safari) |
|  |  |
| **Resource / Staffing / Schedule Management** | |
|  | Ability to hard schedule appointments for technicians - e.g. - Visit XYZ customer on Monday at 2pm. |
|  | Ability to view schedules for technicians |
|  | Ability to integrate with a calendaring system (such as Google or Exchange) |
|  | Time keeping capability |
|  | Billing capability |
|  | Integrated budgeting for real-time tracking/reporting of staff time, resources, etc. |
|  |  |
| **Custom Workflows** | |
|  | Queue Configuration - Ability to easily build workflows within and between task and project queues. |
|  | Ability to send custom emails to customers under specific circumstances. e.g. - Ticket is closed, escalated, or reassigned. |
|  | Ability to flag tickets for follow up (Training, specific instances, quality review, etc.) |
|  | Ability to auto populate ticket fields based on templates (e.g. - password reset) |
|  | Drag and drop ability to create and modify workflows |
|  | Creation and modification without programming |
|  | Ability to customize and manage queues at the departmental level |
|  | Prebuilt workflow templates available |
|  |
| **System Administration** | |
|  | Vendor must provide full version updates, specify how often those updates are available, and what those updates will require from UARK. |
|  | Drag-and-drop layout and UI presentation customization. |
|  | Web based client software for application administrators. |
|  | Customizations preserved through upgrade. |
|  | Easy on boarding process (adding or removing staff) for departments / organizations; setup does not have to be done centrally but can be done by administrators in that group. |
|  | Ability to configure system for high availability and failover - system to continue to function across redundant servers/datacenters in the event of hardware failure (provide details of how that might work--e.g. load balancing, virtual machines, etc.) |
|  | Multi-tenancy support (multiple independent support organizations) |
|  | Multiple support groups per organization |
|  | Support for ticket visibility based on role or group membership. Specific authentication per site |
| **Data Integrity and Security** | |
|  | Enforces data security across multiple data stores. |
|  | Avoids loss of data integrity when failing. |
|  | Data in-transit - At least 256-bit encryption. |
|  | Data at-rest - At least 256-bit encryption. |
|  | Support InCommon |
|  | Proactive monitoring and reporting of security events. |

**13. EVALUATION AND SELECTION PROCESS**

It is the intent of the University to award an Agreement to the respondent(s) deemed to be the most qualified and responsible vendor(s), who submits the best overall proposal based on an evaluation of all responses. Selection shall be based on UAF assessment of the vendor’s ability to provide adequate service, as determined by the evaluation committee elected to evaluate proposals. The University of Arkansas reserves the right to reject any or all Proposals or any part thereof, to waive informalities, and to accept the Proposal or Proposals deemed most favorable to the University of Arkansas. Where contract negotiations with a respondent do not proceed to an executed contract within a time deemed reasonable by UAF (for whatever reasons), UAF may reconsider the proposals of other respondents and, if appropriate, enter into contract negotiations with one or more of the other respondents. Proposals shall remain valid and current for the period of 90 days after the due date and time for submission of proposals. Each response will receive a complete evaluation and will be assigned a score based on the following items:

1. **The 1st assessment will be based on a spreadsheet with 21 categories of requirements.** **Refer to Section 12.** Each of these categories is broken down into specific requirements that we are wanting in an ITSM solution. We would like for each vendor to rate themselves on the following scale:

|  |  |
| --- | --- |
| Rating (0-3 pts) | Feature Capability |
| 3 | Out of the Box Full Functionality (or non-developer in-house configuration) with current version |
| 2 | Partial functionality, or with customization or professional services |
| 1 | On Roadmap for next version |
| 0 | Not currently a function; unsure; not on roadmap |

The evaluation team would then validate these ratings by performing the same rating scale as we perceive from the research that we perform.

1. **The 2nd scoring criteria will be based on the MoSCoW methodology.**  We will determine from the categories and specific requirements which are our most important features based on the scale below:

|  |  |
| --- | --- |
| **WEIGHT** | **POINTS** |
| Must have | 4 |
| Should have | 3 |
| Could have | 2 |
| Want | 1 |

The rating will be multiplied by the weight of each specific requirement and totaled for each vendor. The University of Arkansas reserves the right to choose a tool that is not the point leader after the scoring is performed.

1. **The 3rd scoring criteria will be based on Pricing. Refer to Appendix II.**

Cost Effectiveness and Value: Cost proposals will be evaluated from a total cost of ownership (TCO) perspective.

UAF will determine how well the pricing meets the University required feature sets requested. The UAF will also determine the value of the offering in respect to the cost effectiveness of the proposal.

**14. SERVICE PERFORMANCE STANDARDS**

|  |  |  |
| --- | --- | --- |
| **Service Criteria** | **Acceptable Performance** | **Compensation / Damages** |
| **System Up Time** | 99% of the time | **Expect system to remain up and available at all times. Maintenance windows will need to be defined.** |
| **Implementation** | Must meet SOW expectations | **Initial deployment must be within stated time frame or financial penalties can be assessed.** |
| **Response Time** | P1 Critical issues / System down  P2 Mission Critical  P3 Major / no outage  P4 Important | **Expect immediate contact:**  **Expect contact within 2 hours**  **Expect response within 24 hours**  **Expect response within 4 days** |
| **Support Availability** | 24/7/365 | **Termination of Contract:** Reference section 7 of RFP. This termination clause will apply for insufficient performance of services by vendor at the sole discretion of the University of Arkansas, Fayetteville. |

**APPENDIX I: Bidder Information / Vendor References**

Bidder must provide the following information as part of this proposal:

1. Respondent Representative

Contact Name

Telephone

Email Address

Address

2. References of your current customer(s) as specified in **Section 3** of this RFP document:

a. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

b. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

c. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

3. Contact information for two former customers that have left your services in the last three years as specified in **Section 3** of this RFP document:

a. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

b. Company/Organization Name:

Contact Name

Telephone

Email Address

Address

APPENDIX II: Pricing

**Reference Section 2 of RFP** and the corresponding Price Sheet format below (or provided separately in spreadsheet format as counterpart to this RFP document, labeled as such). Please provide price sheet as requested and submit within your proposal.

Bids shall also include a price itemization of the following:

* The UAF understands that pricing for ITSM tools is based on Agent types, and numbers within these types, Implementation, Training, and Annual subscription renewal. The UAF does not currently have a complete count of the agents that will be required to have access to the tool. Within the pricing submission, we need to understand the Agent Types that are included and at what price. For example, Administrative agents, Service Tech agents, and Student agents. We will need definition on whether these licenses are named or concurrent and understanding of whether or not an agent license is needed for approvals. We also need to know if the pricing is based on total user count or by agent. Costs associated with training of these Agent Types will also need to be addressed.

As an assumption for pricing concerns consider the following breakout of agents:

20 Administrative (FTE)

130 Technician (FTE)

150 Student / Hourly Worker

UAF understands that these numbers would be less if the agents are licensed concurrently.

* In this section, we will also need to know costs for Asset Discovery, i.e. is there a charge for agents deployed on each machine to collect and report software and hardware components on the asset. Costs associated with training of asset discovery process will also need to be included here.

* Deployment costs need to be part of this pricing consideration. A detailed cost for deployment must be part of the pricing of this RFP.
* Yearly subscription pricing over a four-year period is also expected.
* Pricing for SaaS solution and On Premise (if available) is expected.

The pricing model below will be the Official Price Sheet that will be used for the evaluation of pricing. The evaluation of the pricing will be determined from a Cost Effectiveness and Value standpoint. Cost proposals will be evaluated from a total cost of ownership perspective.

If pricing is dependent on any assumptions that are not specifically stated on the Official Price Sheet, please list those assumptions accordingly on a separate spreadsheet and show detailed pricing. Any additional pricing lists should remain attached to the Official Price Sheet for purposes of accurate evaluation. **Pricing must be valid for 90 days following the bid response due date and time.**

The University will not be obligated to pay any costs not identified accordingly. The respondent must certify that any costs not identified by the respondent, but subsequently incurred in order to achieve successful operation of the service, will be borne by the respondent. Failure to do so may result in rejection of the bid.

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Cost Items** if you cannot separate User License fees indicate so in notes, however include license pricing for the quantity in Counts column so that the total quantity is 350 | | **Counts** | | **Price Each License** | **Year 1 Total** | **Year 2 Total** | **Year 3 Total** | **Year 4 Total** | **NOTES** | |
| **Administrative User** | | 20 | |  |  |  |  |  |  | |
| **Technician User** | | 130 | |  |  |  |  |  |  | |
| **Student User** | | 150 | |  |  |  |  |  |  | |
| **Concurrent Licenses** | | 50 | |  |  |  |  |  |  | |
|  | | **350** | |  |  |  |  |  |  | |
|  | | **Total License Fees** | |  |  |  |  |  |  | |
| Professional Service Fees | | | | | |  |  |  |  |
| **Cost Item  ( 1 time fees)**  Indicate in year 1 unless cost to be distributed over 4 years | | | | | **Year 1 Total** | **Year 2 Total** | **Year 3 Total** | **Year 4 Total** | **NOTES** |
| ITSM Implementation Fee | | | | |  |  |  |  |  |
| SaaS Instantiation Fee | | | | |  |  |  |  |  |
| Other (explain in notes) | | | | |  |  |  |  |  |
|  | Total Professional Services Fees | | | |  |  |  |  |  | | |
| Training Fees | | |  | |  |  |  |  |  |
| **Cost Item  ( 1 time fees)**  Indicate in year 1 unless cost to be distributed over 4 years | | | | | **Year 1 Total** | **Year 2 Total** | **Year 3 Total** | **Year 4 Total** | **NOTES** |
| Administrator Training | | | | |  |  |  |  |  |
| Agent Training | | | | |  |  |  |  |  |
| Other (explain in notes) | | | | |  |  |  |  |  |
|  | Total Training Fees | |  | |  |  |  |  |  |