REQUEST FOR PROPOSAL

Information Technology Service Management (ITSM) Project

April 12, 2018

This Request for Proposal (RFP) is being sent to pre-qualified firms to act as the consultant in the identification and selection a replacement system for the Northeast Ohio Regional Sewer District’s (District) current IT Service Management and IT Asset Management (ITAM) system. Proposals will be accepted until close of business on Friday, April 27, 2018; late submittals will not be considered. Proposals are to be delivered to:

Chandra Yadati, Director of Information Technology
Northeast Ohio Regional Sewer District
3900 Euclid Avenue
Cleveland, OH 44115-2504

Attn: Allan Velez, Manager of IT Service Delivery

We expect that participating vendors in this RFP opportunity may have specific questions regarding instructions, scope, and requirements before they can finalize responses. Questions regarding this RFP shall be directed to Allan Velez at veleza@neorsd.org.

Questions may be submitted at any time prior to the Vendor Question deadline listed in Section 3 – Schedule, of this document; however, please do not hold questions until the submission deadline. The District will collect all questions and respond with appropriate answers to requesting consultant and will be posted to the District Internet site. It is the respondent’s responsibility to review the District’s website for all updates and information.

This RFP is organized as follows:

SECTION 1. INTRODUCTION
SECTION 2. SCOPE OF WORK
SECTION 3. SCHEDULE
SECTION 4. PROPOSAL FORMAT AND REQUIRED INFORMATION
SECTION 5: EVALUATION OF PROPOSALS
SECTION 6: SELECTION PROCESS
SECTION 1 - INTRODUCTION

Purpose

The purpose of this project is to select and procure an Information Technology Service Management (ITSM) and IT Asset Management system(s) to improve and enhance customer support. The District is currently using BMC Track-It! for both its ITSM and ITAM solution. The Information Technology department (IT) has a total of 35 technicians that currently supports more than 800 customers, including employees, consultants, and outside partners, and over 1,000 IT assets, such as desktops and laptops. In addition, the department handles approximately 10,250 incidents and service requests annually and over 450 change requests per year.

The new systems should assist in the implementation of a set of processes that follows industry best practices. The objective of the project is to further align IT services to the organization’s needs by ensuring that the right processes and technology are in place. The system should be able to provide improved metrics and key performance indicators to improve customer service, IT service delivery quality and timeliness. In addition, the new systems should assist in increasing control over IT assets through improved tracking and provide more accurate analysis to the impact of changes to hardware and software.

Background

The RFP will solicit proposals from qualified firms with demonstrated experience in delivering ITSM and ITAM solutions that align with the IT Infrastructure Library (ITIL) / Information Technology Service Management framework. The goal is to identify and select the most appropriate ITSM system that meets the District’s needs; capable of handling and integrating Service Catalog, Incident, Change, Asset, Knowledge, and Configuration Management.

The major drivers of the new system are:

• Ensure the services IT offers are focused on the customer and delivering value to the business
• Application functional improvements and experience
• New technology and functional capabilities
• Increased control over IT assets through improved tracking
• Provide more accurate analysis to the impact of changes to hardware and software
• Improve cost management

Business Overview
The Northeast Ohio Regional Sewer District is a political subdivision of the State of Ohio created and operating under Chapter 6119 of the Ohio Revised Code. Originally named Cleveland Regional Sewer District, it was created in 1972 to assume ownership, operation and management of wastewater collection, treatment and disposal facilities serving the member communities in the Cleveland metropolitan area.

The George J. McMonagle Building (GJM) is located at 3900 Euclid Avenue, Cleveland, Ohio 44115. This location includes District Administration, Engineering & Construction, Operations & Maintenance Administration, Employee Resources, Finance, Law and Information Technology Departments.

In addition to the GJM Building, the District owns and operates an Environmental and Maintenance Services Center (EMSC) and the following three wastewater treatment facilities:

1. **Westerly Wastewater Treatment Plant**, located at 5800 West Memorial Shoreway, Cleveland, 44102 (near Edgewater State Park)

2. **Southerly Wastewater Treatment Center**, located at 6000 Canal Road, Cuyahoga Heights, 44125 (near the Interstate 77/Interstate 480 intersection)

3. **Easterly Wastewater Treatment Plant**, located at 14021 Lakeshore Boulevard, Cleveland, 44110 (near the Cleveland/Bratenahl border)

The Environmental and Maintenance Services Center (EMSC), located at 4747 East 49th Street, Cuyahoga Heights 44125 (north of the Southerly Wastewater Treatment Center) houses the Sewer Maintenance & Control Department, the Water Quality & Industrial Surveillance Department, Analytical Services, and Fleet Services.

**Technology Standards**

The District’s information system infrastructure consists of two physically separated networks: the business network and the control network. The control network supports plant automation and control processes.

The District’s business network environment is the platform for the business information systems supporting many District departments, including Finance, Human Resources, Operations & Maintenance (including the treatment plants), Engineering & Construction, Safety & Security, Purchasing, Regulatory Compliance, Analytical Services, and Customer Service. The District’s customer billing is currently performed by four billing agents, the largest being Cleveland Department of Public Utilities. The District bills a small subset of customers directly using internal applications.

The District utilizes Windows and Linux servers both as physical and virtual servers. The District's desktop configuration is typically Windows 7 or 10 with the general Microsoft Office applications.
SECTION 2 – SCOPE OF WORK

Requirements
The District is interested in executing a contract with a software vendor, who will meet the requirements set forth the below information. It is imperative that the proposed solution be compatible with the District’s strategic information technology initiatives.

ITIL Process Support
The District requires a solution that is aligned with ITIL processes. Define the ITSM process deployment roadmap and develop a high-level implementation plan to best meet District priorities and support strategic initiatives. Describe how your product supports each of the ITIL processes.
1. Asset Management
2. Availability Management
3. Capacity Management
4. Change Management
5. Event Management
6. Financial Management
7. Incident Management
8. IT Service Continuity Management
9. Knowledge Management
10. Problem Management
11. Release & Deployment Management
12. Request Fulfillment
13. Service Asset & Configuration Management
14. Service Catalog Management
15. Service Level Management
16. Service Portfolio Management

Platform Requirement
Please describe whether and how your solution provides the following functionality as part of the platform:

M = Must Have; S = Should Have; W = Would Like

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
<th>Importance</th>
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<tbody>
<tr>
<td><strong>Ease of use</strong></td>
<td>An intuitive, interface that is easily configured to adapt to a wide variety of workflows and processes</td>
<td>M</td>
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<tr>
<td><strong>Ticket / Request Handling</strong></td>
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<tr>
<td>Workflow capabilities</td>
<td>Easy to configure and customized workflow and routing options</td>
<td>M</td>
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<tr>
<td>Mechanism for approving change requests at line manger level</td>
<td>User’s departmental level approval by their manager</td>
<td>W</td>
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<tr>
<td>Automated emails for ticket status Updates and user communication</td>
<td>Email notifications of key stages in ticket lifecycle, e.g., incidents, change management, and/or any major updates</td>
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<tr>
<td>Event-based notifications for SLA and ticket updates</td>
<td>In-application and /or email notifications to alert when updates are received for tickets or at pre-defined times in the SLA timeline</td>
<td>M</td>
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<tr>
<td>Multiple ticket resolution groups</td>
<td>Multiple groups / ticket stacks for different resolver groups to use in managing their queue</td>
<td>M</td>
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<tr>
<td>Requirement</td>
<td>Description</td>
<td>Priority</td>
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<tr>
<td>Facility to upload / attach screenshots, extra information etc.</td>
<td>Tool requires ability for any users to attach documents when logging / updating tickets for screenshots etc.</td>
<td>M</td>
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<tr>
<td>Ability to pass between resolver teams</td>
<td>System functionality to allow moving tickets between resolver groups for further work etc.</td>
<td>M</td>
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<tr>
<td>Multi-Customer capability to allow differentiation of tickets from different Business / business Unit</td>
<td>Ability to log tickets on the system for a third-party customer, different business unit or partner organization. Example (GIS/Watersheds Team)</td>
<td>M</td>
</tr>
<tr>
<td>Link Tickets (including different types e.g., Change, Problem, Incident)</td>
<td>Ability to link tickets in the system so that relevant tickets can be associated with each other (e.g., a change related to fixing an incident)</td>
<td>M</td>
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<tr>
<td>Automatic incident logging from email</td>
<td>Email input into system automatically creates an incident when in pre-defined format</td>
<td>W</td>
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<tr>
<td>templates for logging of most frequent request.</td>
<td>Tool has ability to quickly log tickets or types which are logged frequently by using pre-completed templates</td>
<td>M</td>
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<tr>
<td>Skill Level Automatic routing / Intelligent Routing of tickets, dependent on classifications and priority</td>
<td>Tickets are auto-allocated with suggested resolver groups based on logging details (Type, subtype and category)</td>
<td>M</td>
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<tr>
<td><strong>Accessibility / Reporting</strong></td>
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<tr>
<td>Service Catalog / Portfolio Management</td>
<td>The system must include a Service Catalog and the ability to manage/maintain the IT Service Catalogue from within the tool.</td>
<td>M</td>
</tr>
<tr>
<td>Self-service Portal for Users to log and check progress on tickets</td>
<td>Ability to access from the internet a web portal which can be used to create a brand-new service request or incident and check progress of requests.</td>
<td>M</td>
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<tr>
<td>Self-service Password Reset</td>
<td>Users given ability to reset/change their Active Directory passwords using reset forms – incident auto-logged</td>
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<tr>
<td>In-built reporting / export functionality</td>
<td>Ability to generate reports and export data</td>
<td>M</td>
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<tr>
<td>Accessibility on mobile devices i.e. Android / IOS - iPhone</td>
<td>Smartphone applications / interfaces to allow real-time access to the system</td>
<td>S</td>
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<tr>
<td>Dashboard Views</td>
<td>Graphical reports which give at-a-glance view on incidents, service etc. Real-time dashboards for quick and easy data consumption.</td>
<td>M</td>
</tr>
<tr>
<td>Work Order Information displayed on Internet / intranet portal / Digital Signage</td>
<td>Ability to output information regarding incidents / outages etc. onto a web page, intranet portal (SharePoint) or digital signage tool (X2O media)</td>
<td>W</td>
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<tr>
<td>User authentication via AD</td>
<td>If tool is installed on premise, use of the Active Directory in place to authenticate users on the tool</td>
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<tr>
<td>Customer Satisfaction survey</td>
<td>Built-In mechanism for compiling and reporting on customer satisfaction</td>
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<tr>
<td><strong>Integration / Compatibility</strong></td>
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<tr>
<td>Email integration</td>
<td>Full integration with email, allowing sending of notification emails etc.</td>
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<tr>
<td>Windows 7 / Windows 10 compatible</td>
<td>Software / Tool client for users must work on Windows 7 and Windows 10 OS</td>
<td>M</td>
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<tr>
<td>MS Internet Explorer v11 compatible</td>
<td>Any browser-based elements must work with IE11</td>
<td>M</td>
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<tr>
<td>Integration with remote support tools i.e. Zenworks</td>
<td>ITSM tool integrates with support tools that facilitate with remote support, viewing to remote user device etc.</td>
<td>W</td>
</tr>
<tr>
<td>System monitoring integration e.g., Nagios</td>
<td>Tool integrates completely with a monitoring application and can auto-log incident related to system events</td>
<td>W</td>
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<tr>
<td><strong>SLA / OLA Management</strong></td>
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<tr>
<td>Custom SLA levels, per service or customer</td>
<td>Ability to configure custom SLA’s for different services / customers</td>
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</tr>
<tr>
<td>VIP allocation for limited number of users</td>
<td>Functionality to flag a number as users as VIP and thus raise ticket profile or implement different SLA’s</td>
<td>S</td>
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</tbody>
</table>
Information Technology Service Management (ITSM) Project Request for Proposal

Service Level Information Review Dates
Configurable reminders to alert Service Management function when an SLA is due for review with the customer

Contract Management and SLM
Details of contracts logged in the tool and associated SLA’s to allocate to a service / product in the Service Catalog

<table>
<thead>
<tr>
<th>Asset Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deployment</td>
</tr>
<tr>
<td>Asset linked to assigned end-user and Service request</td>
</tr>
<tr>
<td>Asset Management Financial Info</td>
</tr>
<tr>
<td>Automated asset discovery capabilities</td>
</tr>
<tr>
<td>Software / License audit capabilities</td>
</tr>
<tr>
<td>Software Usage tracking</td>
</tr>
</tbody>
</table>

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Other Requirements

Architecture
Provide a general overview of the architecture for the proposed solution.

Release / Upgrade Strategy
Provide typical release / upgrade schedule of the ITSM product.

Migration of Data
- Existing tickets - At go-live all existing change /incident tickets on the current systems will be closed and users notified that they must re-log if still required.
- Asset information – This requires importing from existing systems to selected tool depending on System IT Asset Management capabilities.

Configuration
Describe the configuration capabilities for the proposed solution.

Security
A high level of system and data security is a critical attribute of all District systems. Vendors should describe their security policies and protocols to ensure that District data would be protected. This should include: how you protect your systems from viruses, backup procedures, access logs, data store and transfer processes, and accessibility of audit trails.

Data Ownership
The District will maintain ownership of all its data. No District data should be made available or accessible to any third-party organization or data source other than those that have been authorized through this contract to work with the District and the selected vendor. In any case that a contract between the District and vendor is discontinued, the vendor must provide the District all its data within 30 days of the termination of the contract. Vendor should discuss in detail the protocol they will use to provide data to the District should the District and the vendor discontinue a contract.
Disaster Recovery
The respondent should describe disaster recovery plans and policies to ensure that any system the District purchases will be secure and available. The disaster recovery plans should include detail on all the off-site or redundant facilities, processes, and services the respondent has in place to ensure the District’s system and data are secure.

Performance
Provide expected Service Level Agreement of system availability for a solution that is hosted by the vendor.

Training and Product Documentation
The vendor must provide recommended training plan and options available for system administrators, IT staff and end-users that includes descriptions and costs for public classes, private classes, additional education services, and product and training documentation.
SECTION 3 – SCHEDULE

The Information Technology Service Management project is envisioned as an 8-10 week effort. A detailed schedule for the RFP evaluation and selection process is as follows:

- Issue ITSM RFP: April 6, 2018
- RFP Questions Deadline: April 13, 2018
- Submittal of Proposals by Vendors: April 27, 2018
- Preliminary RFP Scoring: May 4, 2018
- Presentation by short-list selected vendors: May 14 – 18, 2018
- Contract Award: June 7, 2018 (subject to change)

Vendors are to include a detailed preliminary project schedule in their technical proposal. The project schedule shall include anticipated completion dates for key task items. Consultants are free to include discussion on any recommended schedule modifications, citing reasons for any recommended schedule modifications. The District reserves the right to modify this schedule as needed before finalizing.

The District will notify all vendors of the results of the vendor selection process via email no later than the date specified within the schedule above. It is anticipated that no more than three vendors will be selected for the final RFP evaluation stage for product presentations, proof of value engagements and or scoring meeting.

The District shall contact vendors directly to coordinate date, time, and other pertinent logistics for product presentations to be held during the date(s) listed in the schedule above. Business requirements and functions to be demonstrated will be distributed at that time.

Final vendor selection results will be delivered via email per the date specified in the schedule above.
SECTION 4 – PROPOSAL FORMAT AND REQUIRED INFORMATION

The vendor shall submit a PDF of the proposal via email to veleza@neorsd.org and must provide a follow-up phone call / voicemail at 216-881-6600 x6887 that states the proposal was submitted via email, in the event the email had been blocked by the District’s email system. In adherence to environmentally responsible business practices, the District does not require printed responses to this RFP. Please do not send unsolicited printed brochures and other sales or marketing materials to the attention of the designated contact for this RFP.

The proposal must be formatted as follows:

Vendor responses should be organized in the following format using the titles and sequence listed below:

- Cover Page
- Cover Letter
- Table of Contents
- 1-Executive Summary
- 2-Vendor Information
- 3- Requirements
- 4- Implementation
- 5-Training and Product Documentation
- 6- Support Services
- 7- Customer Success
- 8- Pricing and Terms
- 9- Supporting Documentation

Section Contents

1 – Executive Summary
This section of the response to the RFP should be limited to a brief narrative that does not exceed two pages and describe how the proposed solution meets the requirements of the District and unique differentiators that set you apart from your competitors. The summary should explain how your solution will facilitate our goals and objectives, provide value for our organization, and orientated towards non-technical personnel.

2 – Vendor Information
Vendors must provide information about their company so that the District can evaluate the vendor's stability and ability to support the commitments set forth in this RFP.

3 – Requirements
Please respond to all sections and questions in the Scope of Work section of this RFP.

4 – Implementation
The District seeks an experienced leadership, guidance, education, and support services ecosystem that provides the shortest path to success and ongoing customer value:

- Provide detailed information on the vendor’s role in the implementation of the tool proposed.
- Provide an overview of the proposed solution implementation methodology that includes:
  - Project stages for design, configuration, installation, and testing.

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5 – Training and Product Documentation
The new system will replace systems and processes that have been in the District for a long period. The District recognizes that a significant change management effort is necessary for the project to be successful. At a minimum, the selected solution should include:

- What training is included in the base price? Describe training options for administrators, technicians, and end-users. Include pricing and type of materials for each.

6 – Support Services
Describe technical support services that are provided with the proposed solution. At a minimum, the selected solution should include:

- Identify support that is provided under the general maintenance agreement. Identify issues or tasks that are not considered as part of the general support contract. Identify what issues would require additional consulting services and costs.
- How do you charge for consulting services? What is your recommendation for consulting purchase for a new customer? Provide a sample Statement of Work that you would do for new customer.
- Identify how you support the initial implementation of the product.
- Additional customer support programs and resources:
  - Online product documentation, FAQ page, and Knowledgebase.
  - Online learning videos and training guides.
  - Customer community.

7 – Customer Success
Case Study
Provide published case studies that feature successful customer engagements of similar size and complexity to the requirements defined in this RFP.

Customer References
Provide the name of three customers that would be willing to participate in a conference call or site visit for references purposes at customer’s convenience.

Customer Satisfaction and Success
Describe the metrics, programs, and processes in place to ensure ongoing customer satisfaction and success.

8 – Pricing and Terms
The Information Technology department (IT) has a total of 35 technicians that currently supports more than 800 customers, including employees, consultants, and outside partners, and over 1,000 IT assets, such as desktops, and laptops. Quoted pricing should remain in effect for 90 days from the date of this RFP submission.
The District wants simple and easy to understand pricing from the chosen vendor. The proposal should include the following cost and pricing information:

- Licensing fees
  - Purchase vs subscription
  - Name-user vs concurrent licensing
- On-premise vs SaaS
- Maintenance and support
- Additional modules, services and any other items for consideration such as automation capabilities, workflow creation, and integration

It is the responsibility of the vendor to ensure the accuracy of the pricing provided as part of the response.

9 – Supplemental Documentation
Reference any additional information here, including:

- Technical white papers
- Subscription/maintenance agreements
SECTION 5 – EVALUATION OF PROPOSALS

Pass/Fail Screening Criteria

Proposals not in compliance with the following pass/fail criteria will not receive additional consideration:

1. Avoidance of personal and organizational conflicts of interest as prohibited by State and local law.
2. Required information as specified in the RFP. The proposal must conform to SECTION 4, PROPOSAL FORMAT AND REQUIRED INFORMATION. The District will reject incomplete proposals.
3. Proposals must be received on or before the deadline date.

Standard measures established to evaluate the degree to which alternative solutions, proposals or individuals can meet expectations or objectives through direct comparisons of their strengths, weaknesses and trade-offs. Proposals will also be reviewed for completeness, and compliance with the specified requirements and qualifications. Those proposals that do not substantially comply with the requirements of the RFP will be rejected from further consideration.

Proposals that comply with the above will be scored based upon the criteria presented below:

**Scoring Criterion 1**
*Vendor fully answered and met all requirements of SECTION 2 – REQUIREMENTS*
30% of total score

**Scoring Criterion 2**
*System basic and advance features*
30% of total score

**Scoring Criterion 3**
*User and Administrator Interface, ease of use, intuitive interface(s), online help*
20% of total score

**Scoring Criterion 4**
*Technical Support, Training and Implementation*
20% of total score
SECTION 6 – SELECTION PROCESS

Once all proposals have been received, the following steps will be followed to select the vendor:

1. Qualified proposals will be reviewed by the IT Service Management Tool Selection Committee.

   Selection Committee short-list vendor will be selected based on preliminary scoring and will be given the opportunity to present their proposal. Presentations shall be limited to 2.5 hours in length – 2 hours for Consultant presentations and 30 minutes for a question and answer session. Once completed, the top vendors will be rescoring based on the criteria outlined in Section 5.

2. Negotiations will be conducted with the highest ranked firm to agree upon a final Scope of Work and the fees for those services as proposed in the Master Copy Cost Proposal. The District intends to negotiate a not-to-exceed price for this project. After the final Scope of Work and fees have been negotiated, the maximum not-to-exceed price of the contract shall not be increased without written authorization by the District. Upon satisfactory completion of the contract, the District shall retain all remaining unused funds.

3. Assuming successful negotiations, the IT Service Management Tool Selection Committee will report to the Board of Trustees and will make a recommendation to enter into a contract based on the outcome of the negotiations. If negotiations cannot be concluded successfully, permission will be requested to negotiate with the next highest ranked firm following the same procedure.
END OF RFP