**State of Oklahoma**
**Office of Management and Enterprise Services**
**Information Services Division**

# Amendment of Solicitation

Date of Issuance:  April 24, 2014                  Solicitation No.  0900000127

Requisition No.  0900003137                  Amendment No.  2

Hours and date specified for receipt of offers is changed:  ☒ No      ☐ Yes, to: _____ CST/CDT

Pursuant to OAC 580:15-4-5©, this document shall serve as official notice of amendment to the Solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

(1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
(2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope.

**ISSUED BY AND RETURN TO:**

Office of Management and Enterprise Services
ISD Procurement Attn:  0900000127
3115 N. Lincoln Blvd.
Oklahoma City, OK 73105

Allen Cook
Contracting Officer

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E-Mail Address

**Description of Amendment:**
a.  This is to incorporate the following:

Amendment 2 is issued to answer questions asked via the wiki during the time period of 03/24/2014 – 04/23/2014.

1. Section G and Section C.10.1.1. – Solution must be a web-based system – Would the State please provide their definition of what constitutes a web-based system?
   **a) A system that is accessible utilizing a web browser. (Internet Explorer 7.0 or above)**
2. Did OMES use a vendor to help develop the RFP? If so, can OMES please share the name of the vendor?
   **a) No, OMES did not use a vendor to help develop the Solicitation.**
3. Did OMES evaluate solutions that could meet all its requirements through vendor demonstrations leading up to the RFP release? If so, what types and names of solutions and vendors were evaluated (hosted and on premise)?
   **a) Demos were performed in 2013. All requirements were not reviewed during the demos. Therefore we are unable to say if they will meet all requirements. Products reviewed: Service Desk Products were reviewed existing internal offerings as well as suppliers, HP Service Manager, RemedyForce, ServiceNow, and BMC Remedy. Both hosted and on premise were looked at.**
4. What is OMES budget for one-time implementation cost?
   **a) At this time in the solicitation, OMES does not believe answering this question is in the best interest of the State.**
5. What is OMES budget for recurring software license and support cost?
   **a) At this time in the solicitation, OMES does not believe answering this question is in the best interest of the State.**
6. The RFP indicates that it is mandatory that the solution be web-based. Is it mandatory that each piece of the functionality of the solution be fully SaaS based?
   **a) The state will consider all options proposed, with the desire to be as much SaaS based as possible.**
7. Has OMES already discussed an implementation strategy internally and have you prioritized a roll-out plan for your specific requirements? If so, can you please elaborate what you envision and the priorities for your requirements?
   **a) Service Desk Management (Incidents, Events, and Problems) will be the first priority.**
8. Given the Scope of the RFP and the significant effort to reply to this RFP in an appropriate manner, would OMES

entertain giving all vendors a 21 day extension in which to reply to this RFP?
   a) **OMES is willing to extend the deadline to 3:00PM Central Time on May 28, 2014. Amendment 1 will be issued shortly to reflect this extension.**
9. If OMES would not entertain the extension, would OMES consider unsolicited replies after the May 7th deadline?
   a) **No, please see the answer above.**
10. How many IT users will be using/accessing the proposed tool for Incident, problem, service request, knowledge, service level, change?
    a) **Up to 900 IT staff**
11. How many of those users will need full-time access to the tool? (Named)
    a) **Not knowing the definition of full-time it is difficult to answer this. The state currently has approximately 900 it staff.**
12. How many of those users will need partial access to the tool? (casual)
    a) **Not knowing the definition of full-time it is difficult to answer this. The state currently has approximately 900 it staff.**
§ Note: this count should not be confused with end users. We are looking for pure IT users, who will be accessing the system on daily basis to support IT needs
13. What tool do they have to monitor the current IT infrastructure?
    a) **SolarWinds is the primary monitoring tool.**
14. Are you planning to keep the existing monitoring tool and integrate with proposed event management system?
    a) **The state is open to all options. Please propose your alternatives for the state**
15. How many CIs will be monitored – please provide count of server and other component etc.
    a) **The state does not have an exact count. We have approximately 33,000 pcs, over 1,000 servers,and over 1,000 network devices**
16. Do they have any current discovery tool, which manages and reports CIs related to client computing environment? (Like desktop, laptop etc.)
    a) **The state currently uses Altiris**
17. Do they have any current discovery tool, which manages and reports CIs related to datacenter computing environment? (Like server etc.)
    a) **No**
18. Do they plan to integrate with their current financial system to determine the cost of IT?
    a) **Not currently**
19. Do they have any current budgeting and planning system?
    a) **The state uses PeopleSoft**
20. How many IT users will be using/accessing the proposed tool for Service portfolio, financial management and service costing?
    a) **Up to 900**
§ Note: this count should not be confused with end users. We are looking for pure IT users, who will be using the system to support the customer needs.
21. Microsoft Corporation is interested in providing a response to this RFP; however, given the complexity and importance as well as potential future expansion and implementation, we respectfully ask if an extension of this RFP may be considered. We estimate that 21-30 additional days would be required to provide a well architected response. In the event that an extension will not be granted, would OMES entertain an unsolicited proposal for this project after the official opening date listed in the RFP?
    a) **OMES is willing to extend the deadline to 3:00PM Central Time on May 28, 2014. Amendment 1 will be issued shortly to reflect this extension.**
    a) **No, please see the answer above.**

b.  All other terms and conditions remain unchanged.

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|---|---|
| Supplier Company Name **(PRINT)** | Date |

| | | |
|---|---|---|
| Authorized Representative Name **(PRINT)** | Title | Authorized Representative Signature |