

DATE: March 22, 2017
TO: Prospective IT Service Management & IT Asset Management (ITSM & ITAM) Proposers
FROM: Roxane L. Goss, Business Process Analyst
SUBJECT: Proposer Clarifying Questions and Skagit County Answers

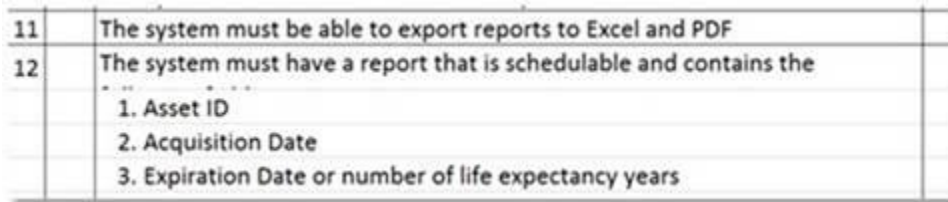
Below are questions submitted as part of the Skagit County IT Service Management & IT Asset Management System (ITSM & ITAM) RFP. Skagit County's answers are provided following each question.

General Questions:

1. 2.2 Project Budget states that the estimated project cost will be up to \$100,000. Is this the estimated cost for the first year, or for the full five years?

Answer: The estimated project cost will be \$100,000 for the initial year and implementation.

2. Could the County please release an unlocked version of the spreadsheet? There are cells for which the content is not fully visible. See sample screenshot below:



11	The system must be able to export reports to Excel and PDF
12	The system must have a report that is schedulable and contains the 1. Asset ID 2. Acquisition Date 3. Expiration Date or number of life expectancy years

Answer: We don't unlock our spreadsheets, however we have fixed the S6-Functional Requirements.xlsx file and it is attached.

3. Is the County currently using a software asset management solution? If so, what is it? If not, is a software asset management solution in the scope of this RFP?

Answer: Currently, we are using an Excel spreadsheet to track licensing items. We are using Microsoft SCCM to deploy software packages to workstations.

A software asset management solution isn't part of the RFP, however Section 7. Optional Features encourages proposers to offer information optional features. Please see Section 7. Optional Features and Form D, Optional Features in the 2017 Skagit IT Service Management RFP.docx.

4. Does the County currently use SCCM to manage its IT assets?

Answer: We do use SCCM (Configuration Manager 1610 (version 5.00.8458.1520), but we don't use it to manage our assets. We just use SCCM to deploy software packages.

5. What is (are) the County's current ITSM and ITAM solution(s)?

Answer: We do not have a complete ITSM or ITAM solution. We are using an old version of Heat by Frontrange for ticket tracking and basic asset management.

6. What ITIL processes does the County currently have in place? (e.g. Incident, Problem, Change, Service Level Management)

Answer: We have implemented a change management process. Our current software does not support any of the ITIL processes. Our intention is to implement these processes once we have a software platform that supports them.

7. Is importing ticket data from the current solution part of the scope of this implementation?

Answer: Skagit County hasn't determined what, if any, data we wish to convert into the new system, with the exception of the Minimum Requirement of the system having the ability to import our asset database into the system. We currently have approximately 600 open tickets.

We will work to reduce our ticket data as much as possible. We will move some by hand, unless there are good upload tools in the solution we procure. We CAN create comma delimited files with data from our Current system.

Please give a cost under 'Optional Costs' in the 'S10 – Cost Proposal.xlsx' worksheet and respond to 6.0.15 and 6.15.1 in S6 – Functional Requirements.xlsx.