



STATE OF IOWA – JUDICIAL BRANCH

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JB013118 – RFP FOR INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM) SOLUTION

QUESTIONS/REQUESTS FOR CLARIFICATIONS RESPONSE 2/9/18

1. Should attachment 5 cost proposal form include only the functional requirements or include the Optional Specifications as well?
Agency Response: Per Section 4.3 – Optional Specifications, cost for optional specifications shall be identified in the cost proposal. Further clarification: They should not be included on Attachment 5, but listed separately in the Cost Proposal.
2. The current environment information states that there is are custom solutions for many of the requirements, should the technical proposal include time to convert any of that existing data to the new solution?
Agency Response: This is yet to be determined depending on capabilities of new system. If the capability exists with the solution being proposed, please include time to convert in the technical proposal and associated costs in the cost proposal.
3. The RFP states “JBIT is comprised of 57 staff members. The majority of JBIT support staff is located in Des Moines with approximately 19 second level support staff located in various judicial districts across the state.” Does this mean that there are 57 IT staff or 76 total?
Agency Response: 57 total
4. Section 3.3.3 states that the state may consider cash discounts when scoring the Cost Proposals. While this can be represented in the Cost Proposal document should it also be noted in attachment 5, and if so, how?
Agency Response: It does not need to be noted in Attachment 5.
5. **Section 4.1.1.11 – Page 21 – Change Management - item c** – Are these 70 users not part of the above listed JBIT staff? Meaning that they would not need full access, but need approver access?

Agency Response: The 70 users noted include JBIT staff along with other members of management outside of IT.

6. **Section 4.1.2 – Page 21 – Integration Requirements – item a** - Will SCCM be considered the only and true source of information for both Hardware and Software Assets and Configuration Items? If not, how many nodes would need to be scanned for Software and Hardware information (Servers, computers and laptops)?

Agency Response: SCCM will not be the only and true source of information for Hardware and Software Assets; physical inventory by JBIT staff will also be required for auditing. We have approximately 6,000 assets located across the state.

7. What specific functionality is required for the 70 users mentioned in Section 4.1.1.11 Change Management subsection c?

Agency Response: The ability to view and approve change management requests.