**APPENDIX E to RFP 12-800-EC**

**TECHNICAL REQUIREMENTS**

1. **Compliance with Instructions**. Failure to comply with the instructions contained in this Appendix may result in Vendor’s Proposal being deemed non-responsive and disqualified. The requirements included in this Appendix are grouped by subject matter, but are not listed by importance. Vendors are encouraged to read all requirements prior to preparing a Proposal.
2. **Format.** Please respond to each item. As indicated in Section 5 of the RFP, Vendor’s response to each of these Requirements should follow the requirement numbering in the table below. Examples or hypotheticals are provided for illustrative purposes only, and Vendor’s response to any requirement including an example or hypothetical should **not** be restricted or limited to addressing only the example or hypothetical provided.

***No mention of costs or prices may be made in Vendor’s response to this Appendix. Inclusion of such information may result in disqualification.***

1. **Mandatory Requirements**. Vendor’s Proposal to requirements designated “(M)” will be scored on a pass/fail basis. Vendor’s response to any requirement designated “(M)” should be limited to a short statement that Vendor has read and understands the requirement, and the Proposed Solution described in Vendor’s Proposal meets the requirement. ***Failure to make such a statement, or the inability of the Proposed Solution to meet such a requirement, may result in disqualification.*** Any information beyond such a statement will not be considered.
2. **Mandatory Scored and Desirable Scored Requirements**. Vendor’s Proposal to requirements designated “(MS)” or “(DS)” will be scored on a zero to five point scale, five representing the highest possible number of points. A response will be scored a zero if the Vendor fails to include a response to the requirement, or the response provided wholly fails to provide the information requested. ***If a Vendor receives a score of zero from all evaluators on an item designated “(MS)”, then the Vendor’s Proposal may be disqualified for failing to respond to a Mandatory requirement of this RFP.***  Receiving a score of zero from all evaluators on an item designated “(DS)” will not result in disqualification, just a failure to be awarded any points for that requirement.

Each “(MS)” and “(DS)” requirement is weighted on a scale of one to three, with three indicating the requirements most important to the State**.** To determine the number of points awarded on a particular requirement for each evaluator, the evaluator’s score will be multiplied by the weight assigned the requirement. Therefore, the highest possible score for a question would be, depending upon the weight, 5, 10 or 15 points. In all cases, the lowest would be zero.

Explicitly state any requirements that Vendor cannot meet. ***Unless Vendor explicitly states in its response that it cannot meet a functionality requirement item, Vendor will be deemed to fully meet such requirement.***

1. **Desirable Requirements.** Vendor’s response to requirements designated “(D)” will be scored in a pass/fail basis. Vendor’s response to any requirement designated “(D)” should include a short statement that Vendor has read and understands the requirement, and the Proposed Solution described in Vendor’s Proposal meets the requirement, and any other information requested. Failure to make such a statement, or the inability of the Proposed Solution to meet such a requirement, will result in no points being awarded to Vendor for such requirement.

Each such requirement will be weighted on a scale of one to five, with five indicating the requirements of most interest to the State. If Vendor’s Proposal passes a “(D)” requirement, Vendor will be awarded the number of points indicated in the “Weight” column for such requirement. If Vendor’s Proposal fails a “(D)” requirement, Vendor will be awarded no points for such requirement, but will not be disqualified.

1. **Total Technical Score**. Each Vendor will receive a total technical score for each evaluator calculated by adding each evaluator’s scores of Vendor’s response to each of the “MS,” “DS,” and “D” requirements listed in this Appendix. Each of these total scores will be used in the calculation of Vendor’s §4 Points as set forth in Section 7.8, *Scoring Methodology*, of the RFP.
2. **Definitions.** Capitalized terms not defined herein have the meaning set forth in the RFP; or if not defined below or in the RFP, the meaning set forth in the official ITIL glossary. In addition, the following definitions apply to this Appendix E:
   1. **“Federated Single Sign-On”** means a user’s existing identity will be used when accessing applications external to the organization without disclosing authentication credentials to a third party. There are two roles in a federation, the Identity Provider and the Service Provider.
   2. **“Identity Provider”** is software that leverages cryptography and federated protocols (for example, Security Assertion Markup Language or Open ID) to provide a security token that vouches for a user’s identity to a Service Provider.
   3. **“Service Provider”** provides application functionality using the token issued by the Identity Provider as a basis for identity in a federation.
   4. **“Configure”** means to modify the Proposed Solution by someone other than the Vendor, and these modifications **will not** be impacted by any changes to the Proposed Solution code.
   5. **“Customize”** means to modify the Proposed Solution by someone other than the Vendor, and these modifications **may** be impacted by any changes to the Proposed Solution code.

**SECTION III. TECHNICAL REQUIREMENTS**

| **Req. No.** | **Requirement Category** | **REQUIREMENTS** | **Scoring**  **Weight** | **(M)**  **(MS)**  **(D)** |
| --- | --- | --- | --- | --- |
| 1 | **ITIL COMPLIANCE** | Vendor’s Proposed Solution must include applications/modules that are fully compliant with the following Information Technology Infrastructure Library (ITIL) modules: |  |  |
| 1.1 Incident Management | N/A | (M) |
| 1.2 Request Fulfillment Service Catalogue | N/A | (M) |
| 1.3 Change Management | N/A | (M) |
| 1.4 Problem Management | N/A | (M) |
| 1.5 Knowledge Management | N/A | (M) |
| 1. 6 Configuration Management | N/A | (M) |
| 1.7 Asset Management | N/A | (M) |
| 1.8 User Portal | N/A | (M) |
| **2** | **SERVICE REQUESTS** | 2.1 The Proposed Solution must be able to relate a Service Request to an Incident Record or Request for Change. | N/A | (M) |
| 2.2 The Proposed Solution must be able to reopen a closed request. | N/A | (M) |
| **3** | **CHANGE MANAGEMENT** | 3.1 The Proposed Solution must be able to track individual tasks required for completing a Request for Change. | N/A | (M) |
| **4** | **INCIDENT MANAGEMENT** | 4.1 The Proposed Solution must be able to track tasks that are necessary to resolve an Incident. | N/A | (M) |
| 4.2 The Proposed Solution must be able to close multiple end user requests when an Incident is closed.  For example, if there are multiple open end user requests indicating that users can't open email because of a single Incident involving an Exchange server going offline, the Proposed Solution must be able close all those end user requests when the Exchange outage Incident is resolved. | N/A | (M) |
| 4.3 Describe the level of Incident Management integration available with third party monitoring tools (such as Microsoft SCOM or Orion). Include in your description, how this integration occurs (for example, is there two way communication between the Proposed Solution and the monitoring product, or does the Proposed Solution monitor communications from the monitoring product?), a list of monitoring products that can be integrated, an overview of the features available for each listed product, and what level of effort would be required from Vendor and a purchaser to achieve the described integration. | 3 | (MS) |
| **5** | **ESCALATIONS** | 5.1 An administrator must be able to Configure the Proposed Solution so that Service Level Agreements (“SLAs”) will escalate Incidents when the SLA timeframe is exceeded. This must include the ability to send notifications to managers and other interested parties when an SLA is breached. | N/A | (M) |
| 5.2 Describe how a single SLA can be applied to multiple ITIL modules. | 1 | (DS) |
| **6** | **PROBLEM MANAGEMENT** | 6.1 The Proposed Solution must be able to associate multiple requests or Incident Records with a Problem. | N/A | (M) |
| 6.2 The Proposed Solution must be able to track Problem Record tasks associated with resolving a Problem. | N/A | (M) |
| **7** | **PROJECT MANAGEMENT** | 7.1 Describe how Requests for Change are tracked in the Project ticket module. | 1 | (DS) |
| 7.2 Describe how tasks required for completion of a Project are managed and tracked in the Project ticket module. | 1 | (DS) |
| 7.3 Describe how Requests for Change can be associated with Projects and tracked within the Project ticket module. | 1 | (DS) |
| **8** | **RELEASE MANAGEMENT** | 8.1 The Proposed Solution must be able to integrate Release & Deployment Management with Change Management. | N/A | (M) |
| **9** | **CONTRACT MANAGEMENT** | 9.1 Can Contract management be integrated with the other ITIL modules? If so, please provide a brief description of how this integration occurs. | 1 | (D) |
| **10** | **SERVICE CATALOGUE** | 10.1 The Proposed Solution must permit the adding, deleting and modifying items included in the Service Catalogue. | N/A | (M) |
| 10.2 The Proposed Solution must permit the nesting of items included in the Service Catalogue. | N/A | (M) |
| 10.3 The Proposed Solution must permit applying different business importance/priority levels to each Service listed in the Service Catalogue. | N/A | (M) |
| **11** | **SERVICE LEVEL AGREEMENTS** | 11.1 The Proposed Solution must be capable of reporting on SLA performance. | N/A | (M) |
| 11.2 The Proposed Solution must permit the association of SLAs with Services offered in the Service Catalogue. | N/A | (M) |
| 11.3 The Proposed Solution must be able to configure an SLA so that requirements are defined by values drawn from Priority, Urgency, and Impact. | N/A | (M) |
| 11.4 Provide a description of the Proposed Solution’s SLA performance reporting capabilities. In the description, please include the steps required for creating individual SLAs for Incident Management, Problem Management and Service Management, highlighting efficiency, in the creation of multiple SLAs for Incident Management, Problem Management and Service Management. Also include a sample SLA report with your Proposal. | 3 | (MS) |
| 11.5 Can services be defined to have graduated business importance level? | 1 | (D) |
| **12** | **KNOWLEDGE BASE** | 12.1 The Proposed Solution must be able to populate the Knowledge Base using information contained in the resolution field in an Incident ticket. | N/A | (M) |
| 12.2 The Proposed Solution must be able to access information stored in the Knowledge Base from within an Incident or Problem ticket. | N/A | (M) |
| 12.3 The Proposed Solution must be able to differentiate Knowledge Base articles for Customers from those for IT technicians. | N/A | (M) |
| 12.4 The Proposed Solution must be able to support the review of Knowledge Base articles prior to publishing them in the Knowledge Base. | N/A | (M) |
| **13** | **CONFIGUR-ATION MANAGEMENT DATABASE (CMDB)** | 13.1 The Proposed Solution must be able to associate assets tracked in the CMDB with both a User and a Business Unit. | N/A | (M) |
| 13.2 The Proposed Solution must include automated tools that can be used to discover assets attached to a Purchaser’s network. | N/A | (M) |
| 13.3 The Proposed Solution must be able to illustrate dependencies in the CMDB. | N/A | (M) |
| **14** | **SELF-SERVICE PORTAL** | 14.1 The Proposed Solution must be able to allow a Customer to check the status of their own requests. | N/A | (M) |
| 14.2 Describe how the Proposed Solution allows a Customer to add notes or information to their own requests. | 2 | (MS) |
| 14.3 Can a Customer cancel or close their own requests? | 1 | (D) |
| **15** | **SATISFACTION SURVEY** | 15.1 Please provide a description of the satisfaction survey module included in the Proposed Solution, if any. In your description, please include the ability to create a report that details satisfaction survey results, and whether any reports are automatically generated, scheduled, and distributed. | 2 | (DS) |
| 15.2 Does the Proposed Solution include an integrated satisfaction survey module? | 3 | (D) |
| **16** | **REPORTING** | 16.1 The Proposed Solution must have (1) standard reports, (2) reports that can be modified by an administrator, and (3) reports that can be modified by an administrator and shared with others. | N/A | (M) |
| 16.2 The Proposed Solution must be able to create and publish a Configurable report showing Priority level 1, 2, and 3 tickets in a Dashboard on the "Home Page" that is displayed after a technician logs in. | N/A | (M) |
| **17** | **OPERATOR DASHBOARD** | 17.1 The Proposed Solution must have a Configurable Dashboard. | N/A | (M) |
| 17.2 The Proposed Solution must have a variety of views available to technicians upon logging into the application. | N/A | (M) |
| 17.3 The Proposed Solution must be able to allow restrictions on Dashboard views so that technicians are restricted so they only see ticket requests in their queue. | N/A | (M) |
| 17.4 Describe the steps required by technicians for Configuring views to their preference. | 1 | (DS) |
| 17.5 Describe the steps a technician would take to share a Dashboard view with other technicians. | 1 | (DS) |
| **18** | **COMMUNICA-TIONS & NOTIFICATION** | 18.1 The Proposed Solution must be able to send notifications to distribution lists or interested Customers not actually named in the ticket. | N/A | (M) |
| 18.2 The Proposed Solution must be able to send notifications automatically. | N/A | (M) |
| 18.3 Email notifications in the Proposed Solution must be Configurable. | N/A | (M) |
| 18.4 The Proposed Solution must allow for different notifications for different types of requests. For example, Incidents include “Information Set A,” while Requests for Change include “Information Set B.” | N/A | (M) |
| 18.5 Does the Proposed Solution give Customers the ability to self-subscribe to notifications (listserv)? | 3 | (D) |
| 18.6 Does the Proposed Solution have integrated instant messaging capability that also supports converting chat transcripts to tickets or notes? | 3 | (D) |
| 18.7 Can communications and/or notifications in the Proposed Solution be setup so that they are scheduled to be delivered at a future date? | 4 | (D) |
| **EASE OF ADMINISTRATION** | | | | |
| **19** | **ORGANIZA-TIONAL** | 19.1 Can the Proposed Solution associate Customers with different and/or multiple Business Units? | 2 | (D) |
| **20** | **CUSTOMER/**  **USER RECORDS** | 20.1 Can the Proposed Solution automatically generate a new Customer account from an email when an email request is received from a Customer who does not have an account configured in the Proposed Solution? | 2 | (D) |
| **21** | **TEMPLATES / CLONING** | 21.1 The Proposed Solution must include an Incident ticket template that can be used to expedite ticket creation for commonly submitted requests. | N/A | (M) |
| 21.2 In your Proposal, please provide a brief description, grouped by module, of any and all templates available within the Proposed Solution. | 2 | (MS) |
| 21.3 Can templates be created for requests in all ITIL modules? | 1 | (D) |
| 21.4 Can tickets be copied/cloned? Describe any steps required for copying or cloning a ticket. | 1 | (D) |
| **22** | **CONFIGURABLE USER INTERFACE** | 22.1 The Proposed Solution must include the ability to add fields to, or modify or remove any or all fields from, a form. | N/A | (M) |
| **23** | **WORKFLOW** | 23.1 The Proposed Solution must have separate Configurable workflows for each of the modules set forth in Requirement 1 of this Appendix E. | N/A | (M) |
| 23.2 Provide a description of workflows included in the Proposed Solution. Include in your description how to create a workflow for a Request for Change, a description of any graphical user interface for creating or editing workflows, and how an external script can be triggered as part of a workflow script. Your description should emphasize the ease with which workflows can be Configured. | 3 | (MS) |
| **24** | **DATA CONVERSION** | 24.1 The Proposed Solution must have the ability to easily import/ingest information from a file (e.g., a \*.csv or \*.txt file) into the CMDB. | N/A | (M) |
| **25** | **REMOTE SUPPORT TO PC'S** | 25.1 Does the Proposed Solution provide or integrate with a tool that allows technicians to remote into a Customer's computer? If so, please provide a brief description of this tool, including how it is accessed, what features of the Proposed Solution are supported through remote access, and whether the tool is built in or external to the Proposed Solution. | 1 | (DS) |
| **26** | **VENDOR SUPPORT SERVICES** | 26.1 You must provide Customers opportunities to evaluate updates before installing them into a production environment. | N/A | (M) |
| 26.2 Describe how you comply with meeting the requirement of providing customers an opportunity to review updates to the Proposed Solution before they are released into the production environment. | 3 | (MS) |
| 26.3 Describe technical support available for the Proposed Solution. In your description, include the channels of communication that are available (i.e., chat, email, phone, forums), escalation strategy, target response times, and any Vendor-sponsored online forums or message boards with an active user community. | 3 | (MS) |
| **27** | **MULTIPLE WORK GROUPS** | 27.1 The Proposed Solution must be able to Configure Incident request forms so that tasks are assigned to different work groups based on affected Services as defined in the Service Catalogue. | N/A | (M) |
| **28** | **TRAINING** | 28.1 Provide a description of all training and knowledge transfer available for the Proposed Solution for all persons affected by the Proposed Solution, including end-users and administrators. Include a description of any different delivery methods (e.g., online, in person, WebEx or similar), course materials provided, and the number of Purchaser staff included without incurring additional charges for attendees. | 2 | (MS) |
| **29** | **TASK AUTO-MATION** | 29.1 Describe how the Proposed Solution allows for routine and repetitive tasks to be easily automated for both functions within the tool, and administrative actions outside the tool. For example, change passwords, or automate the restart of servers in the cloud. | 2 | (MS) |
| **ARCHITECTURE/INTEGRATION** | | | | |
| **30** | **MOBILE PHONE SUPPORT** | 30.1 The Proposed Solution must have an interface that supports accessing tickets from a mobile device. | N/A | (M) |
| **31** | **TELEPHONY SUPPORT** | 31.1 Does the Proposed Solution offer any interactive voice response capabilities? If so, please describe features and limitations. | 1 | (DS) |
| **32** | **SECURITY** | 32.1 The Proposed Solution must be able to meet OCIO security requirements. | N/A | (M) |
| 32.2 The Proposed Solution must be able to support Federated Single Sign-On by integrating with ADFS for authentication services. | N/A | (M) |
| 32.3 Describe if and how the Proposed Solution can (1) populate customer accounts from Active Directory, (2) support synchronization between it and Active Directory, and (3) allow for the selection of certain data to be imported from Active Directory. | 3 | (MS) |
| 32.4 Describe how the Proposed Solution supports role-based security, and grants each such role different security access within the Proposed Solution. Include in the description how this can be used to limit and/or expand access to certain information in a ticket and ensure that Customers only have access to their own tickets, or allowing certain groups to view some level of detail into all tickets by a certain Business Unit or group, and the degree to which User roles can be Configured. | 3 | (MS) |
| 32.5 Describe the type of encryption used as well as any other security features or limitations with the Proposed Solution. | 1 | (DS) |
| **33** | **DELIVERY METHOD** | 33.1 All aspects of the Proposed Solution must be delivered either as a web-based SaaS or hosted solution. | N/A | (M) |
| **34** | **PROCESS DEVELOPMENT** | 34.1 Describe any capabilities of the Proposed Solution for building non-IT business processes.  For example, list the steps required for creating a workflow that assists a veterinarian with tracking and fulfilling requests for antibiotics. | 1 | (DS) |
| **ADDITIONAL INFORMATION** | | | | |
| **35** | **CONFIGUR-ATION** | 35.1 Provide a description of any additional features included in the Proposed Solution that are Configurable that are not listed above. | 3 | (MS) |
| **36** | **CUSTOMIZ-ATION** | 36.1 Provide a description of the features included in the Proposed Solution that are Customizable that are Configurable that are not listed above. | 1 | (MS) |