3 May 2023

Addendum 2 for RFP 23-29 – ITSM Software

This addendum provides answers to questions submitted by prospective bidders. The University's answers are shown in RED.

Amber Floyd

Buyer, Procurement and Contract Services

1. Prior to releasing this RFP, have you engaged any ITSM vendors by way of receiving quotes and/or demos, and if so, which vendors and what efforts have been completed with those vendors? Previous RFP issued and cancelled.

2. Is your current instance of Cherwell On-Premise or SaaS? On-Premise

3. Due to Ivanti's acquisition of Cherwell, If you decide to stay with Cherwell, will you be required to upgrade to Ivanti Neurons? No

4. Are you leveraging any point-to-point integrations built against Cherwell API's? If so, what are they and which systems are involved? No

5. Do you have an integration platform as a service that you use to manage your enterprise infrastructure today? If so, can you please name the application? We do not have an integration platform

6. When does your current license renewal come up for Cherwell? 8/1/23

7. Do you have a Phase 1 implementation "must be completed by" date established? If so, what is that date? We do not

8. We have an active named user license model. Can you provide us with a technician/Admin count for personnel who will be fulfilling services? We have 35 concurrent licenses with 72 user accounts and 3 admin accounts

9. Are there any other service groups outside of IT that are currently part of your Cherwell implementation, and if so, which groups? No

10. If currently no groups outside of IT use your current solution, are there plans in the future to expand usage to non-IT groups? No

11. Is there a preference for in person or remote implementation support? Remote

12. Can the University please elaborate on expected functionality as it relates to the service catalog and shopping cart functionality? Are you able to provide an example of a typical transaction you would like to manage in this fashion? This would work the same as any online shopping cart where someone would select a service for purchase. An example might be a server to be setup in our data center and they would pick the items needed such as memory, disk space, software etc. We do not currently have this functionality in production.

13. Can you please advise how we will receive a copy of the "Mississippi Department of Information Technology Services, Security Services Division, State of Mississippi Enterprise Could Offsite Internet Hosting Security Policy? We completed the Intent to Bid on the University website but have not received a copy. Any contract awarded for a cloud hosted solution will be required to complete a HECVAT(Higher Education Community Vendor Assessment Tool) lite and the State Non-Public Data Security Terms and Conditions.