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Addendum 3 for RFP 23-29 – ITSM Software

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

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Buyer, Procurement and Contract Services

How many instances are in place? (Dev, Test, Prod) - Mention if any other environments exist.
Prod and Test

Under Major Objectives, the requirement states, "Provide automation and support"- Are there any existing automations that need to be supported or is there a roadmap to implement new ones?
Notification automations related to different business objects (Incidents, Requests, CMDB, Change, ect..), Surveys, approvals, creating WO for soon to be expired SSL certs. Updating request description with info from custom form

Under Major Objectives, the requirement states, "Convert existing seven (7) years of historical data from current system"- conversion of historical data from and to which system?
From Cherwell 10.2.3 to the system we choose

Which is the tool used for reporting? Is it Cherwell's reporting module or any other 3rd party tool?
Cherwell reporting, dashboards, and custom SQL queries.

Are there any SLAs defined or the vendor would suggest those?
We are not currently using SLAs within Cherwell. We are open to suggestions from the vendor.

Total Ticket count monthly? **1900**

Total monthly incidents per instance? **500**

Total monthly Service Request per instance? **1400**

Are there any custom applications to be supported? If so, how many? **No**

Details of Custom Applications Technologies, Functional details N/A

Is there an internal support team? Current Managed Service team, composition?

Yes, consisting of 3 admins

Total number of P1 tickets in the last 6 months? 16

Total number of integrations (if any) and details? N/A

Is Network and Infrastructure/other applications part of the scope? If No then how is the current Network Stability? Only as part of the CMDB

When do the customers plan to upgrade the infrastructure next? Unknown

Language used to support customers? Are the tickets logged in other languages than English?

English, not at this time

What is the volume of tickets logged during off-business hours? 6,590 out of the last 54,124