ARKANSAS STATE HIGHWAY COMMISSION

ARDOT - Equipment and Procurement Division

REQUEST FOR PROPOSALS (RFP) 20-001R

SOFTWARE VENDORS
FOR
IT SERVICE MANAGEMENT SYSTEM

Proposals must be submitted
no later than 3:00 p.m. CDT
March 25, 2020

No submissions or modifications
will be accepted after this deadline.

To constitute a valid submission, proposal must:
(1) Be submitted by the prescribed date and time (Paragraph 2.3),
(2) Address all the requirements set forth herein, and
(3) Contain Page 5 completed as indicated.
(4) Contain Eligible Bidder Certification, Contract and Grant Disclosure
    and Certification Form and Restriction of Boycott of Israel Certification
    Form.
(5) Have Current DFA Illegal Immigrant Contractor Disclosure
    Certification. (Bidders shall certify online at
    https://www.ark.org/dfa/immigrant/index.php.)

For further information regarding this RFP contact
Danny Keene, Division Head
Equipment and Procurement Division
at (501) 569-2672

Arkansas State Highway Commission
RFP Number 20-001R
Software Vendors for IT Service Management System

TABLE OF CONTENTS

ARKANSAS STATE HIGHWAY COMMISSION

Request for Proposals Number 20-001R

Software Vendors for IT Service Management System

Section 1.0 INTRODUCTION

1.1 **Scope of Proposal:**   The Arkansas Department of Transportation (ARDOT) is seeking proposals from qualified Software Vendors interested in being considered to build, implement and maintain a Department of Transportation (DOT) IT Service Desk Solution.

ARDOT is seeking software vendor proposals that will provide a single-point-of-contact (SPOC) for all ARDOT end-users that will simplify and streamline their ability to get the most appropriate and accurate IT-related support they need in a timely manner. Further it will empower all end-users to explore self-service options and to contribute to the overall gathering of IT-support information that will benefit all of ARDOT. The Service Desk solution will integrate with numerous other systems in this environment to provide synergy, efficiency, security and increased information collaboration across ARDOT.

The Detailed Requirements Document will outline the functional, performance, security and other requirements identified by the ARDOT IT project team that will serve as the proposed 'Service Management System'. These areas will include the following: Cloud-Hosted Requirements, General Functions, SLAs, Incident Management, Service Request Management, Change Management, Problem Management, Asset Management, KnowledgeBase Tool, End-User Features, Administrative Features, Reporting, Technical Support, Security and Project Management.

ARDOT requires all communication with vendors to be honest and clearly understood.
Vendor shall also define ALL costs on the front-end including both product(s) and services..

The selected software vendor will be expected to execute a contract prescribed by ARDOT and shall be subject to all relevant laws of the State of Arkansas and requirements of ARDOT.

To obtain more detailed information about the Arkansas Department of Transportation access the following web link (http://www.ARDOT.gov/).

1.2 **Point of Contact:** This Request for Proposals (RFP) is issued by the Arkansas Department of Transportation, Equipment and Procurement Division on behalf of the Information Technology Division, which will be the point of contact for the Department during the submission and selection process. These two Divisions will administer any contract resulting from this RFP. Questions concerning this RFP should be addressed to the ARDOT officials named below:

Questions concerning submission of a proposal in response to this RFP should be addressed to:

> Danny Keene, Division Head
> Equipment and Procurement
> Arkansas Department of Transportation
> P.O. Box 2261
> Little Rock, AR 72203
> Phone: (501) 569-2672
> Fax: (501) 569-2679

Questions concerning technical content and requirements of this RFP should be addressed to:

.

> Bryan Cozart – IT User Service Manager
> Information Technology Division
> Arkansas Department of Transportation
> P. O. Box 2261
> Little Rock, AR 72203
> Phone: (501) 569-2200
> Fax: (501) 569-2370

Written inquiries are encouraged and will be answered in writing. Oral communications shall not be binding on the Department and can in no way modify the terms, conditions, or specifications of this RFP or relieve the successful vendor of any obligations resulting from this RFP. Proposers are expected to raise any questions they have concerning the RFP document at this point in the RFP process. In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of this RFP, revisions, amendments, or supplements will be provided to all recipients of this initial RFP and all who have requested information in writing.

1.3 **Information Restrictions:**   All information received by ARDOT regarding this RFP is restrictive and will not be available before award of the project to the successful vendor.

1.4 **Choice of Law & Choice of Forum:** This RFP and any resulting contract shall be governed by and construed in accordance with the laws of the State of Arkansas. Any proceeding relating to any cause of action of any nature arising from or relating to this RFP or contract may be brought only before the Arkansas State Claims Commission.

1.5 **Ethics:** *"It shall be a breach of ethical standards for a person to be retained, or to retain a person, to solicit or secure a State contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except for retention of bona fide employees or bona fide established commercial selling agencies maintained by the contractor for the purpose of securing business."* Ark.Code.Ann. § 19-11-708(a).

1.6 **NOTICE OF NONDISCRIMINATION:** The Arkansas State Highway Commission, through ARDOT, complies with all civil rights provisions of federal statutes and related authorities that prohibit discrimination in programs and activities receiving federal financial assistance. Therefore, ARDOT does not discriminate on the basis of race, sex, color, age, national origin, religion (not applicable as a protected group under the Federal Motor Carrier Safety Administration Title VI Program), disability, Limited English Proficiency (LEP), or low-income status in the admission, access to and treatment in the ARDOT's programs and activities, as well as the ARDOT's hiring or employment practices. Complaints of alleged discrimination and inquiries regarding the ARDOT's nondiscrimination policies may be directed to Joanna P. McFadden, Section Head – EEO/DBE (ADA/504/Title VI Coordinator), P. O. Box 2261, Little Rock, AR 72203, (501)569-2298, (Voice/TTY 711), or the following email address: **joanna.mcfadden@ardot.gov.** Free language assistance for Limited English Proficient individuals is available upon request. This notice is available from the ADA/504/Title VI Coordinator in large print, on audiotape and in Braille.

Section 2.0   PREPARING AND SUBMITTING A PROPOSAL

2.1 **General Instructions:** The evaluation and selection of a Software Vendor will be based on the information submitted in the proposal plus references. Failure to respond to each of the requirements in the RFP may be the basis for rejecting a response.

2.2 **Incurring Costs:** ARDOT may at any time prior to the selection of a software vendor reject any and all proposals and cancel this RFP, without liability therefor, upon finding that there is good cause for rejecting all proposals and that it would be in its interest to cancel the solicitation. Further, regardless of the number and quality of proposals submitted, ARDOT shall under no circumstances be responsible for any proposer costs and expenses incurred in submitting a response to this RFP. Each proposer who submits a response does so solely at the proposer's cost, risk and expense. ARDOT accepts no responsibility for the return of successful or unsuccessful proposals. This RFP in no way obligates ARDOT to select a firm.

2.3 **Time and Place for Submission of Proposals:** Proposers must submit five (5) paper copies of the proposal and one copy in PDF format on a CD, along with all materials required herein for acceptance of their proposal, prior to **3:00 p.m. CDT, on March 18, 2020.** RFP Number should be clearly marked on all packaging containing the proposal.

Mail To:	Deliver To:
Arkansas Dept. of Transportation	Arkansas Dept. of Transportation
Equipment and Procurement Division	Equipment and Procurement Division
P.O. Box 2261	11302 W. Baseline Road
Little Rock, AR 72203	Little Rock, AR 72209

***The cost data *MUST* be provided inside a separately sealed envelope that is clearly marked "*COST PROPOSAL*" on the outside of the envelope with the firm name, and not within other submitted documents.

2.4 **Late Proposals:** Proposals received after the date and hour established will be considered late proposals and will be automatically disqualified. Late proposals will be returned unopened.

2.5 **Unsigned Proposals:** Page five of this RFP must be signed and included with proposal to constitute a valid submission. The signature must be original, in ink (not stamped or photocopied). Unsigned and improperly signed proposals will be automatically disqualified.

2.6 **Withdrawing or Modifying Proposals:** A proposal that has been submitted may be withdrawn, modified, or corrected by a proposer prior to the date and time set for submission. Telegrams or letters received before the date set for submission of proposals will be accepted and attached to the proposal, and the proposal will be considered withdrawn, modified, or otherwise changed accordingly. RFP Number should be clearly marked on all packaging/envelopes containing proposal documents. No proposal may be withdrawn, modified, corrected, or otherwise changed after the date and time set for submission.

2.7 **Assignment:** No award resulting from this RFP may be assigned, sold, or transferred without the prior written consent of ARDOT. Furthermore, no obligation incurred pursuant to this RFP and resulting contract may be delegated without prior written consent of ARDOT.

2.8 **Cancellation of Contract:** The ARDOT reserves the right to cancel any award without recourse upon written notice to the vendor.

2.9 **Default and Remedies:** Non-performance of any requirement, term or condition resulting from this RFP shall constitute default. Upon default, the ARDOT shall issue a written notice of default providing a period in which the vendor shall have seven (7) days to cure said default. If the vendor remains in default beyond the seven (7) days, or if the default is repeated during the term of the contract or any extension thereof, the ARDOT may, in its sole discretion, terminate the contract(s) or remaining portion thereof and exercise any remedy provided by law.

2.10 **References:** Proposers may submit a list of clients for whom IT Service Management System or similar programs have been provided. Any references should include a point of contact name, address, and telephone number. Information obtained from reference contacts may be used in determining the successful vendor.

Section 3.0 PRICING

3.1 **Pricing:** Proposers must submit detailed explanation of labor, materials and equipment necessary to perform the work.

Section 4.0 EVALUATION AND AWARD

4.1 **Evaluation:** Proposals will be evaluated on the extent of services offered, ability to provide those services, references, experience and pricing

4.2 **Award:** Any award will be made based upon the evaluation of all proposals received in response to this solicitation and the determination of the proposal or proposals considered to be the most advantageous to the Department. The ARDOT reserves the right to accept or reject in whole or in part, any and all proposals submitted, to waive any minor technicalities, when it is in the best interest of the Department; and to negotiate the terms of the contract, including the award amount, with the selected proposer(s).

This Page MUST be completed, properly signed, and returned for proposal to be considered.

Section 5.0 OFFER AND ACCEPTANCE

5.1 **Offer:**

I, the undersigned, affirm that this proposal is made on behalf of the below-named individual/company, for whom I have legal authority to commit to the terms and conditions set forth in the RFP and this response, to which I/we agree to be bound if this proposal is found acceptable by the ARDOT; and that this proposal is made without any collusion or coercion on the part of any person, firm, corporation or other entity.

Company: _____ Address: _____

Representative: _____ City: _____

Title: _____ Phone: _____ Fax: _____

E-Mail Address: _____

Federal Tax ID or Social Security No.: _____

Signature: _____ Date: _____
(Must be legible, original, and in ink, no photocopies)

5.2 **Acceptance: (FOR ARDOT USE ONLY)**

Accepted: _____

By: _____ Date: _____

Arkansas State Highway Commission
Request for Proposals Number 20-001R
Software Vendors for IT Service Management System

DETAILED REQIREMENTS
1.0 <u>Critical Success Factors</u>: Initially, the Service Management System will have:

- Ability to report, respond, and resolve incidents/requests via a variety of communication methods (i.e. telephone, web portal, email, etc.).
- Ease of operational support and end-user usage.
- Ability to build/modify workflows appropriate to the function needed.
- Web-based portal functionality that will include the ability to create multiple end-user portals for different functional areas of ArDOT (IT, HR, Facilities, etc.).
- Ability to integrate with other IT systems including Oracle ERP, MS Sharepoint, etc.).
- Ability to create and send Customer Satisfaction Surveys as scheduled and based on specific criteria.
- Ability to build accurate dashboards/reports using both standard and custom fields.
- Ability to create Change/Problem Management processes following ITIL with a notification process and the ability to view Change Management changes on a calendar.
- Powerful and easy-to-use/maintain KnowledgeBase tool with separate view/interface/access for end-users vs. internal IT.
- Project management capabilities that integrate with all other Service Management functionality.

1.1 <u>Current Roles</u>:

Role Title	Approximate Number of Individuals in Role	Role Description
System Administrators	3	Full access to modify system, controls, and settings.
Call Center Agents	2-4	Service Desk individuals assigned to help assist other employees (either internal to an agency or outside to other agencies) so that they can do their work. In many cases, specific groups may be assigned to assist.
Analysts	ITUS – 7 ITIS - 10 ITNS - 8 ITAS - 17 ITAD - 7	Help Desk individuals assigned to help assist other employees (internal to their agency) so that they can do their work. In many cases, specific groups may be assigned to assist.
Concurrent Users	100	Number of people on the system at one time.
Users Supported	3,800	Number of users that that the system supports.
Automated Users	TBD	Number of automated processes without human assistance (i.e. APIs).
External Users	TBD	Vendors, consultants, etc.

1.2 <u>Current Systems & Interfaces:</u>

Please note that this may change for future use.
- o Solar Winds NPM
- o Rapid7 InsightVM / InsightIDR
- o Oracle ERP Cloud
- o Microsoft Office365
- o Microsoft Azure
- o Microsoft System Center
- o Microsoft Azure/Active Directory
- o Microsoft Power BI
- o Microsoft Sharepoint Online
- o Cisco VOIP
- o Microsoft Project / Project Online

1.3 <u>Current Issues:</u>

- o Current ITSM solution not properly installed or configured. Lack of stability in some areas. Not easy to manage/change.
- o Extremely poor reporting available from current ITSM tool.
- o A need to better define and document our current support workflows. Lack of consistency across IT.
- o No formal SLA's in place
- o No easy method to consistently collect end-user feedback and measure satisfaction (surveys, etc.)
- o No current KnowledgeBase solution that is viable for internal IT use, and none available at all for end-users.
- o No current Asset Management solution/integration in place.
- o No current Change Management process in place
- o A need for better project management integration with ITSM environment

2.0 <u>Business Requirements:</u>

Requirement Terms: **Shall** (absolute requirement), **Should** (would prefer to have the requirement), **May** (nice to have requirement).

Requirement Number	Requirement
2.1 Required Standards	
Cloud-Hosted	
2.1.01	Vendor shall define availability of the system and an average of the amount of down-time that the system has been unavailable for the past year (Cloud-Hosted).
2.1.02	Vendor shall advise how often the system is backed up and if it is possible to request a special backup to be run.
2.1.03	Vendor shall define security of the system set in place for records stored, access to, etc.
2.1.04	Vendor shall define on a general basis how often they upgrade. Are these upgrades additional costs? How are they handled?
2.1.05	Shall in the event of a natural disaster, the hosting agency will ensure continuity of operations by having adequate, tested disaster and recovery protocols and solutions in place that will facilitate minimal system availability. The hosting vendor will also ensure completion and validation of daily backups of both the client records and system structure. (Cloud-Hosted).
General Functions	
GF-1	Shall provide ability to customize screens and reports with minimal coding.
GF-2	Shall provide ability to customize tracking fields, screens, and toolbars.
GF-3	Shall provide security to control customizing of screen displays and other system functions.
GF-4	Shall support database replication and synchronization if on-prim.
GF-5	Shall support email notification functionality from within the service desk software.
GF-6	May support SMS text notification functionality from within the service desk software. (track within ticket)
GF-7	Shall support use of common macros for repetitive tasks.
GF-8	Shall provide an auto-fill function that works for different division/district's screen template designs.
GF-9	Should support an internal spell checker. (non-issue w/web-based solution)
GF-10	May provide ability for technicians to remotely control any workstation within the LAN, WAN, Intranet, or across the Internet. (Identify which end user operating systems are supported)
GF-11	Shall check information for accuracy, completeness, validity, and authenticity as close to the point of origin as possible. Rules for checking the valid syntax of inputs (e.g., character set length, numerical range, acceptable values, drop-down lists, checksums, hashes, etc.) are in place to verify that inputs match specified definitions for format and content. Inputs passed to interpreters are prescreened to prevent the content from being unintentionally interpreted as commands.
GF-12	Shall identify and handle error conditions in an expeditious manner without providing information that could be exploited by adversaries. • Error messages are revealed only to authorized personnel (e.g., system administrators, maintenance personnel, etc.) • Error messages generated by the system provide timely and useful information

	without revealing potentially harmful information that could be used by adversaries (e.g., a message about a failed logon should not indicate that the user name was correct and only the password was not valid). • Information that is moderate for confidentiality are not listed in error logs or associated error messages.
GF-13	Should allow, when viewing list of information (users, positions, products, groups) the information can be sorted in ascending/descending order based on a specific column simply by clicking on the header for that column.
GF-14	Should have default options for various aspects of the system that can be saved in cookies for quicker system operation. For example, saving report options so the report can be run quickly at a later time.
GF-15	Should have the ability to keep track of jobs that have passed to another group within the system. 'Watch this incident' - similar to 'watch this item' on eBay.
GF-16	Should allow notifications to be customized to a variety of different notification methods based on various details of the job including priority, product, skill group and position, stage of the job.
GF-17	Should have the ability to manage, inventory and track signed out assets.
GF-18	Should provide the ability to manage, track inventory, and drive purchasing for on-site service operations.
GF-19	Shall provide ability to create reports and graphs to analyze trends or distribution.
GF-20	Shall provide the ability to create and manage requests for equipment setups, configuration, and loan-out.
GF-21	Shall accommodate service desk technician role change, rotation.
GF-22	Shall accommodate service desk technician lunch and break coverage.
SLA's	
SLA-1	Shall support entry, maintenance and monitoring of Service Level Agreements (SLA).
SLA-2	Shall support definition of SLA and indicators by area.
SLA-3	Shall provide ability to associate an SLA with a problem ticket.
SLA-4	Shall provide ability to measure resolution against SLA.
SLA-5	Shall provide standard and ad-hoc reports for SLA owners.
SLA-6	May provide ability to track and report staff and manager performance data based on SLA.
SLA-7	May provide ability to incorporate satisfaction surveys into SLA.
SLA-8	May provide ability to track start and end dates for SLAs.
SLA-9	Shall provide ability to define IT components covered in SLA.
SLA-10	May provide ability to identify weak areas that need improvement based on case history.
Incident Management	
IM-1	Should facilitate Incident matching. For example, listing all possible problem matches keyed on a categorization tree.
IM-2	Shall enable and maintain the relationships between Incident, Known Error, and Problem records.
IM-3	Shall facilitate Incident Management to notify and assign high priority Incidents to multiple destinations.
IM-4	Shall support the ability to measure actual work time as well as support effort to resolve the incident?
IM-5	Should provide the ability to log express calls for common tasks.
IM-6	Should provide the ability to turn off or adjust escalations when reopening a request - with full audit trail.

IM-7	Should track the number of ticket "bounces" (multiple assignments), as well as the amount of time spent in each status/stage?
IM-8	Shall provide ability to log and track incident requests within a central database.
IM-9	Should provide ability to associate multiple users to one telephone extension.
IM-10	Shall maintain a user profile and contact database with flexibility to add custom data fields. (INTERFACE WITH ACTIVE DIRECTORY)
IM-11	May support submission of service requests via "free form" email and SNMP messages, automatically retrieving text and creating new work orders with ticket numbers assigned to them.
IM-12	Shall support submission of service requests via a Web browser or portal.
IM-13	Shall provide ability to automatically notify requester when a technician has been assigned to a call ticket.
IM-14	Shall provide ability to automatically email status updates to users.
IM-15	Shall allow technicians to schedule personal automatic reminders when creating or updating incident requests.
IM-16	Shall provide ability to create and track call tickets including caller demographics, devices involved in the incident, previous case history and actions toward resolution.
IM-17	Shall allow incident request records to include capture, update, and escalate data with ability to assign levels of priority and severity.
IM-18	May automatically flag duplicate call tickets or service requests on input.
IM-19	Shall support categorization of incident requests with at least 3 tiers (e.g. type, category, area).
IM-20	Shall provide ability to create parent / child tickets or break tickets into multiple items when necessary.
IM-21	Shall provide ability to append multiple calls to an event / issue.
IM-22	Should track time for child ticket / tasks individually, with times and scheduling rolling up to a total for the parent issue / ticket.
IM-23	May provide ability to assign tickets by application, and by module within the application.
IM-24	Shall support partial call ticket and work order assignments.
IM-25	Shall support display or link to current or planned outages and downtimes.
IM-26	Shall provide standard call templates with ability to create new user-defined templates.
IM-27	Shall provide ability to create call templates based on type of problem and route tickets to technician resources.
IM-28	Shall provide ability to maintain and display caller history and problems.
IM-29	Shall provide ability to view history by requester, responsible technician, priority, type, department, dates, etc.
IM-30	Shall provide ability to view tickets by current user, analyst and by groups.
IM-31	Shall provide ability to search for problem tickets by using multiple search criteria (e.g. full text searches on stored data).
IM-32	Shall provide ability to distinguish internal tickets and those requiring vendor assistance.
IM-33	May provide display of pertinent issue hot-list to the technical groups.
IM-34	Shall provide ability to attach documents or other files to call tickets.
IM-35	Should provide ability to search attached documents by keyword or string of characters.
IM-36	Shall allow multiple call tickets and work orders to be open simultaneously.
IM-37	May support color coded display of tickets based on age of ticket or severity.
IM-38	Shall provide ability to print or export copy of tickets and ticket audit logs.
IM-39	Should support automatic notification of overdue work orders or call tickets.
IM-40	Shall provide ability to automatically send notice to requester upon completion of call ticket.

IM-41	Shall support entry and processing of completion verification form after completion notice is sent to requester.
IM-42	Should provide option to leave status of call ticket or work order open until satisfactory completion is verified by requester.
IM-43	Should support automatic workflow control to determine routing of issues based on status and user-defined rules.
IM-44	Should provide ability to automatically route call tickets and/or work orders to appropriate departments.
IM-45	Should support automatic work escalation based on user-defined rules, time limits, priorities or other criteria.
IM-46	Should provide visual indicator of escalation urgency level.
IM-47	Shall support user-defined data elements and decision criteria for the automatic creation of tasks, call tickets and work orders.
IM-48	Shall support workflow routing based on email delivery.
IM-49	Shall provide ability for service desk staff to prioritize tasks.
IM-50	Should support Case-Based Reasoning (CBR) that uses past occurrences stored in a database to identify possible solutions for problem resolution.
IM-51	Should provide ability to trigger events within system, based on updates to call tickets or work orders.
IM-52	Should support user-defined definition of events initiated by triggers.
IM-53	Should provide ability to automatically generate tasks, call tickets and work orders based upon receiving vendor notices via email, etc.
IM-54	Should support automatic triggers for equipment and software component warranty terms and conditions.
IM-55	Shall provide ability to define triggers that automatically notify technicians via pager or email.
IM-56	Shall provide a web-based tool that creates ticket and solution templates based on inputs. (Helpful in defining solution templates and FAQs)
IM-57	May support customizable levels of tracking, work flow and call routing by team, technician, call type, etc.
IM-58	May provide ability to dispatch tickets to groups, individuals, or both at the same time.
IM-59	Shall ensure incident request details are modifiable with full audit trail.
IM-60	May provide that products or services can be linked to skill groups and displayed by skill group.
IM-61	Shall have the ability to record the method for the initiation of the request (e.g. Email, phone, face to face, automated process)
IM-62	System shall make a very clear and obvious distinction between operations that are being performed on incidents, problems, and the various other records in the system.
IM-63	Shall have the ability to create service requests or otherwise distinguish requests for work from incidents.
IM-64	Should have the ability to create resolution scripts for service desk staff - A course of action based on a decision tree.
IM-65	Should display current top (top 10) incidents/problems.
IM-66	Should provide flexible notification options - providing the ability to send (cc or bcc) to multiple recipients.
IM-67	Should allow escalation to anyone including end-user in response to triggers or a lapse of time (e.g. a period of inactivity).
IM-68	Should have the ability to route tickets to default service desk staff based upon a particular product/categorization.
IM-69	Shall have the capacity for clients to respond to emails, with an entry being written to

	the incident log, and a notification sent to the support staff.
**Service Request Management**
SC-1	Shall permit the creation and publication of a Service Catalog that includes a description of service features, functions, and benefits in business terms.
SC-2	Shall support multiple views of the service catalog including a customer view, demand management view, and an IT view.
SC-3	Should support the bundling of service components into service options.
SC-4	Should support the creation and publication of service components that include both professional and technical services.
SC-5	Shall facilitate service request form with request fulfillment workflow.
SC-6	May support distributed, roles-based service catalog management design (and maintenance), enabling different aspects of the service catalog to be configured and maintained by different service managers? If so, how many different service managers can be configured or how many level of managers can be defined.
SC-7	May provide a standard dictionary for re-usable service components.
SC-8	Shall provide the ability to display the service catalog via a Web interface leveraging intuitive search functionality to enable users to easily locate service offerings or service components? If so, what type of search protocol is used?
SC-9	May support keywords for searching - including synonyms for service components? How are keywords identified, managed, and what is the limit on the number of keywords.
SC-10	Shall provide the ability to support and enforce an authorization process related to assessing the Service Catalog.
SC-11	May provide the ability to manage the service lifecycle status from strategy to design through transition, operation, maintenance, and retirement.
SC-12	May provide the ability to manage service agreements against service offerings contained in the service catalog.
SC-13	May facilitate the publication of different service levels for the same service (e.g., bronze, silver, and gold levels).
SC-14	May provide a library of pre-package IT services with preview and mass-editing capabilities.
SC-15	Should support the creation of customized reports related to services based costing, consumption, and recovery? If so, what type of reporting technology is used?
**Change Management**
ChM-1	Shall facilitate the recording and storage of RFCs in an easily accessible format.
ChM-2	Shall allow only authorized personnel to submit RFCs
ChM-3	Shall facilitate the monitoring and tracking of the life cycle of a change request.
ChM-4	Shall facilitate the ability to manage, read, write, and modify access for the change coordinator, change builders, testers, etc. to update the RFC throughout the change lifecycle.
ChM-5	Shall facilitate the ability to reject changes.
ChM-6	Shall facilitate the recording of impact assessment information within the change record in order to support the change authorization process.
ChM-7	May facilitate the production of change schedules (Forward Schedule of Changes (FSC)).
ChM-8	Shall facilitate the recording of back-out procedures within the change record
ChM-9	Shall facilitate notification and escalation throughout the change lifecycle should service levels be breached.
ChM-10	Shall facilitate the scheduling of change reviews for implemented changes after definable time periods.
ChM-11	Shall facilitate customization of reporting functions? If so, what type of report

	technology is used?
ChM-12	Should support a change moratorium period: (1) same moratorium for all services, (2) different moratorium for different services, and (3) disallows/warns of scheduling of changes during a moratorium period.
ChM-13	Should facilitate for establishing and maintaining the logical association between known errors and changes.
ChM-14	Shall facilitate the closure of known errors, problems, and incidents when a related change is successfully implemented. Include relationships between multiple changes, problems, and known errors.
ChM-15	May facilitate the communication of change information and schedules that can be distributed to the service desk and user groups. For example, the use of email and whiteboard communication methods.
ChM-16	Should allow for online viewing of the FSC by users, and the ability to expand to a detailed view of individual events.
ChM-17	Shall show changes that are planned and yet to be approved.
ChM-18	Shall facilitate the problem management process by being kept apprised of future, current, and historic changes.
ChM-19	May access CI detail to assist in the assessment of change authorization.
ChM-20	May use the knowledge of architecture infrastructure to assess impact.
ChM-21	May provide a built-in Outage Calendar
ChM-22	Should track planned outages as specified by RFC, vs. unplanned downtime (recorded by Incident Management).
ChM-23	Should facilitate the identification of post implementation impact and resource utilization for completed changes. Planned vs. actual resource utilization be tracked and analyzed.
ChM-24	Should allow incidents and problems resulting from an implemented change to be easily identified.
ChM-25	Shall automate the sending of user notification using customizable templates. The templates should be capable of using fields from the RFC.
ChM-26	Should identify the user community affected by the proposed changes. This capability would be required for impact assessment.
ChM-27	Should support change templates for repetitive RFCs.
Problem Management	
PM-1	Shall facilitate the creation, modification, and closure of problem records. What is the relationship with incident and change records?
PM-2	Shall facilitate the automatic generation of problem ID, time, and date stamping for new problem records.
PM-3	Shall support the ability to distinguish between an incident, problem, and known error.
PM-4	Should facilitate the automated matching of Incidents to problems and known errors.
PM-5	Shall support the ability to route and assign problem records to pre-defined support staff or groups.
PM-6	Should enable impact and urgency codes to be assigned to problem records.
PM-7	Shall facilitate progress tracking and monitoring of problems. For example, tracking ownership and responsibility for resolving the problem as well as time spent in resolving the problem.
PM-8	Should facilitate the escalation of problems after pre-defined thresholds have been breached. If so, how and where are thresholds defined.
PM-9	Should provide historical data on problems and known errors for use by support staff during the investigation process.
PM-10	Should facilitate the generation of customizable management reports. For example,

		facilitate trend analysis reports to identify potential problems before they occur. Type of report technology is used.
PM-11	Shall permit the ability to mark problems as known errors.
PM-12	Shall facilitate the entry of free text for the recording of problem descriptions and resolution activities.
PM-13	Shall facilitate secured and role-based access to Problem Management information and problem history information.
PM-14	Shall facilitate the association and maintenance of the relationships between known error records and RFCs.
PM-15	Shall when a change has been successfully implemented, facilitate the closure of all associated known error records.
PM-16	May facilitate secure and role-based access to the CMDB to navigate, modify, and extract Problem Management related information.
PM-17	May differentiate between the criticality of CIs to assist Problem Management staff in classifying problem records.
PM-18	May facilitate links with the CMDB to enable the updating of problem records with configuration information? (including CI components, relationships, and dependencies).
PM-19	Should facilitate the automation of escalation procedures from Incident Management to Problem Management. For example, contact staff, department, and actions required.
PM-20	May automatically increase the severity or impact rating of a problem according to the number of associated Incidents and/or the number of end users affected.
PM-21	Shall facilitate secure and role-based access to Service Level Management information. If so, how many different levels.
PM-22	May allow the assignment of a problem to multiple teams at the same time (for instance, when major problems occur).
	Asset Management	
CoM-1	Should facilitate the automated reestablishment of parent and child relationships when CI are added, deleted, or updated.
CoM-2	Should allow for reporting and reconciling discrepancies between live environment and CMDB.
CoM-3	Should allow for reporting and reconciling discrepancies between federated databases.
CoM-4	Should have the ability to define a Standard Operating Environment (baseline); e.g., tracking the baseline of desktop computers being deployed.
CoM-5	Should provide API access to the CMDB.
CoM-6	Shall integrate with Active Directory, Azure AD, LDAP and/or SAML; and Oracle ERP
CoM-7	Shall provide ability to track equipment ownership and service history.
CoM-8	Should track hardware and software vendor information.
CoM-9	Should provide ability to track hardware defects.
CoM-10	Shall track software and hardware installation information.
CoM-11	Shall track maintenance and lease information.
CoM-12	Should track product and support information.
CoM-13	Should support bar coding and scanning with handheld scanners to track inventory.
CoM-14	Shall provide ability to produce asset tag labels.
CoM-15	Shall support equipment RMA process tracking.
CoM-16	Should support inventory lifecycle management to track item from purchase request to final disposal.
CoM-17	Shall print or export inventory report.
CoM-18	May provide ability to track and manage software licenses and software agreements.
CoM-19	May support parent / child structure for hardware component tracking with user

	defined items or components.
CoM-20	Should provide ability to remotely audit and inventory workstation hardware and software components.
CoM-21	Shall automatically retrieve and store workstation configuration (e.g. CPU, OS version, ROM BIOS info, memory info, disk info, printer info, video info, and all system devices)
CoM-22	May automatically capture workstation startup files (autoexec.bat, win.ini, etc.)
CoM-23	Shall maintain audit history of all changes to workstations.
CoM-24	Shall facilitate secure and role-based access to the Configuration Management Database to navigate, modify and extract Incident related information.
CoM-25	Shall access user data from Azure Active Directory, Active Directory and/or LDAP.
CoM-26	Should support an interface with the Change Management tool to determine whether scheduled changes provide a solution to an existing Incident(s).
KnowledgeBase Tool	
KB-1	Shall provide a knowledge base of solutions for software installation and use, hardware issues, printing, networking, product maintenance, etc.
KB-2	May support integration with and use of commercially available third-party knowledge databases.
KB-3	May provide ability to create and maintain a knowledge base that can be generated from an issue list.
KB-4	Shall provide ability to search knowledge base by keyword, Boolean string or string of characters.
KB-5	Shall provide ability to import issues into the knowledge base.
KB-6	Should provide ability to integrate and work with software application help files.
KB-7	Shall provide ability to define FAQs and knowledge base that can be queried by user community 24/7.
KB-8	May provide ability to make knowledge base accessible for training purposes.
KB-9	Shall support the adding of problem resolutions to the knowledge base for review purposes.
KB-10	Shall provide ability to update and add additional instructions based on "ticket/request" type.
KB-11	May support automatic operator assistance for first line fixes and support.
KB-12	Should provide ability to search for answers in a knowledge base or customized FAQs before logging a work order.
KB-13	Shall provide ability to manage access to knowledge base, per user environment and needs.
KB-14	May provide incident / problem scripts for analyst to follow.
KB-15	Shall support "Did you try...?" prompts when creating new calls.
KB-16	May support user-defined resolution codes that are a dynamic part of the knowledge base.
KB-17	May provide an already established knowledge base for general IT solutions as part of the basic software package.
KB-18	May support auto prompts with matches in knowledge base as the problem description is entered.
End-User Features	
EU-1	Shall provide a simple front-end to allow users to log their own tickets and track them to closure via a Web browser or portal.
EU-2	Should support user-definable categories for call tickets that facilitate help desk staff to ask questions leading to a resolution.
EU-3	Shall provide ability for users to search a "solutions database" for answers to typical

	questions, minor problems, known issues, etc.
EU-4	Should support a user suggestion box input screen.
EU-5	May provide ability for requesters to give approval ratings to their closed requests.
EU-6	May provide ability for requesters to auto-generate approval emails to help desk manager.
EU-7	Shall support graphical user interface GUI (e.g. Windows, buttons, toolbars, mouse, etc.) and menu-driven user control and initiation of system functions.
EU-8	Shall support ability to use Web browser (e.g., Internet Explorer/Edge, Chrome, Firefox, etc.) to access system functions over Internet or internal intranet.
EU-9	May provide on-line help screens to assist novice users in all applications.
EU-10	Should provide ability for system administrator (or other authorized user) to modify screen layouts and flow with minimal programming effort.
EU-11	Should allow the system to insert default values automatically where possible. Default values are customizable by support staff.
EU-12	Shall allow users to define their default printer for automatic printing jobs on creation.
EU-13	May provide a message board that can be used globally across groups or locally.
EU-14	Should provide the ability to display system status messages.
EU-15	Shall have fully Web-based interface (containing all application functions) for support staff. If so, any browser compatibility issues?
EU-16	May provide full client and request details that are shown in the request logging window. Is this customizable?
EU-17	Shall support online "news" and/or status reports to keep users updated of current issues, situations, training, etc.
Administration Features	
AF-1	Shall provide easy-to-use, customizable satisfaction survey capabilities
AF-2	Shall provide ability to generate service desk work lists for service desk staff.
AF-3	Shall provide ability to notify service desk staff via email, text.
AF-4	Shall provide ability to track duration and work effort involved to close call tickets.
AF-5	Shall provide ability for analysts to review their daily, weekly, monthly and annual activity.
AF-6	Shall provide ability to poll technician's workload for availability.
AF-7	Shall provide ability to assign technicians to call tickets and monitor their progress.
AF-8	May provide visual indicators of technician and analyst workload.
AF-9	Shall track call volume trends by individual and groups.
AF-10	Shall track work history by individual and group, regardless of who closes the ticket.
AF-11	Shall provide service desk analyst performance metrics (e.g. tickets created, closed first call, time to close, dispatch vs. closed ratio).
AF-12	Shall provide ability to send notifications when tickets have passed deadlines.
AF-13	Shall provide management view summary displays of service desk activity with reporting at different levels (e.g. department, organization, etc.).
AF-14	Shall provide ability to monitor, measure, and manage business processes with real-time graphical displays.
AF-15	Shall describe what third-party system, client and network management capabilities your solution integrates with.
Reporting	
R-1	Shall print/export report of all open / closed tickets.
R-2	Shall print/export report of response times from open to close of ticket.
R-3	Shall provide standard management reports and graphs to monitor issues, backlog, and performance statistics.

R-4	Shall provide ability to analyze trends and evaluate performance levels.
R-5	Shall provide ability to monitor response times to assignments by technician, time period and other attributes selected by user.
R-6	Shall support call ticket trend reporting showing call volume per department to the individual and problem / incident level of detail.
R-7	Shall support backlog ticket analysis and tracking.
R-8	Shall provide ability to print/export an aged ticket report.
R-9	May maintain detail work hours and expenses by task, date, resource, location, and other attributes for task activities to facilitate reporting.
R-10	Should generate duration reports based upon incident status (e.g., Aging of incidents) Can the tool be customized for specific support coverage and holidays?
R-11	Shall provide user-friendly report generator software with graphical user interface.
R-12	Shall provide access to system maintained data element definitions within report writer software.
R-13	Should include standard reports which provide feedback on adherence to ITSM processes
R-14	Shall have reporting interface that is functional, flexible and user friendly.
R-15	Shall have a reporting wizard which will assist staff in the creation of reports.
R-16	Shall report on service commitments - time to acknowledge and respond.
R-17	Should have the ability to report on incidents for a service where the service was unavailable due to dependence on other systems.
R-18	Should provide the ability to interface with external reporting systems.
R-19	Shall have built-in reporting of KPIs.
R-20	Should allow staff to filter / hide specific data selected in the report
R-21	Shall provide details on data export capabilities and formats supported.
Technical Support	
TS-1	Shall provide onsite implementation and project management support.
TS-2	Shall provide onsite training to technicians.
TS-3	Should maintain and allow online access to a system-wide data dictionary.
TS-4	Shall provide data management design that supports integration and sharing of data among all applications.
TS-5	Shall support interface with bar code readers.
TS-6	Shall provide end-user and technical documentation for support staff including system overviews, design, flowcharts, and file layouts.
TS-7	Shall provide future software releases and updates to all applications as part of regular software maintenance fees.
TS-8	Should provide customer support 24 hours, seven days per week.
TS-9	Should provide vendor support via remote connectivity, VPN etc..
TS-10	Shall indicate to what degree the solution adopts ITIL best practices and any ITIL processes not supported. (ITIL 4)
TS-11	Shall include extensive and powerful data import and export utilities.
TS-12	May provide notifications on items in the system that can be modified on a per job basis after a job has been logged into the system.
Security	
SC-1	Should, if the application requires local accounts, include automated mechanisms to support the management of system accounts.
SC-2	Shall, if the application requires local accounts, applications include automated mechanisms to audit account creations, modifications, disabling and termination actions and to notify appropriate individuals.

SC-3	Shall enforce a limit of consecutive, invalid access attempts by a user during a specified time period.
SC-4	Shall activate session lock mechanisms automatically after a period of inactivity and users can directly initiate session lock mechanisms.
SC-5	Shall generate audit records for system-defined events.
SC-6	Shall produce audit records that contain sufficient information to establish what events occurred, the sources of the events, and the outcome of the events. The capability to include additional, more detailed information in the audit record for audit events identified by type, location, or subject is provided.
SC-7	Shall, in the event of an audit processing failure, the system alerts appropriate system staff and takes some corrective action.
SC-8	Shall have automated mechanisms that are employed to alert system staff of system-defined inappropriate or unusual activities with security implications.
SC-9	Shall provide an audit reduction and report capability to support after-the-fact investigations of security incidents without altering original audit records.
SC-10	Shall provide time stamps (including date and time) for use in audit record generation using internal system clocks.
SC-11	Shall provide audit information and audit tools that are protected from unauthorized access, modification, and deletion. Audit information includes all information (e.g. audit records, audit settings, and audit reports) needed to successfully audit information system activity.
SC-12	Shall obscure feedback of authentication information during the authentication process to protect the information from possible exploitation/use by unauthorized individuals (displaying asterisks when a user types in a password is an example of obscuring feedback).
SC-13	Shall protect the integrity of transmitted information by implementing controls such as Transport Layer Security (TLS), IPsec, DNS message authentication and integrity verification, SSH, VPN, etc.
SC-14	Shall protect the confidentiality of transmitted information by implementing controls such as Transport Layer Security (TLS), IPsec, SSH, VPN, etc.
SC-15	Shall terminate session or require reauthorization after a system-defined period of inactivity.
SC-16	Shall implement cryptographic mechanisms that comply with applicable laws, policies, directives, standards, guidance, etc.
SC-17	Shall provide mechanisms to protect the authenticity of communications sessions.
SC-18	Should provide capability to auto populate questions used in password reset.
SC-19	May provide multi-level password security down to options within menus.
SC-20	Shall allow security to be set on reports queued in the system so only specific system users can view and edit them.
SC-21	Shall provide, on ongoing basis, adequate proof of SOC 2 compliance via SOC reports and bridge letters.
SC-22	Shall provide a completed copy of the Cloud Security Alliance Consensus Assessments Initiative Questionnaire, Version 3.1, for the proposed solution.
SC-23	Should provide results of any additional security audits, questionnaires (e.g. Vendor Security Alliance Questionnaire, Standardized Information Gathering Questionnaire, etc.), penetration tests, or any other assessments necessary to provide an adequate understanding of overall security posture of the vendor and solution.
Project Management	
PjM-1	Shall provide resource capacity management capabilities, including people, equipment, facilities, and funding.

PjM-2	Shall provide means to gather business requirements.
PjM-3	Shall provide the ability to associate changes and releases with projects.
PjM-4	Shall provide project scheduling and estimating capabilities.
PjM-5	Shall enable management by exception with automated alerts when user-defined project thresholds are exceeded.
PjM-6	Shall enable management of project documents, including those from external sources (ex. MS Sharepoint).
PjM-7	Shall support task and project dependencies and interdependencies..
PjM-8	Shall support the ability to associate a task with multiple projects.
PjM-9	Shall enable project performance management through reporting and dashboards.
PjM-10	Shall include the ability to manage projects using multiple project management methodologies, such as PMI, Agile, Scrum, etc.
PjM-11	Shall allow templates to be filled in for common project management documents.

ATTACHMENT A

ELIGIBLE BIDDER CERTIFICATION

The Bidder represents and warrants for itself, its employees and its subcontractors and certifies they:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;

2. Have not within a three-year period preceding thus Bid been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph two (2) of this Certification;

4. Have not within a one-year period preceding this application/Bid had one or more public transactions (Federal, State, or local) terminated for cause or default; and

The Bidder represents, warrants and acknowledges the understanding that restrictions placed on the employment of labor or on the scale of pay for the work on a contract will be the requirements of the Fair Labor Standards Act (Federal Wage-Hour Law) of 1938, 28 USC §201 et seq., and other applicable labor laws.

The person executing this Certification further represents, warrants and affirms the truthfulness and accuracy of the contents of the statements submitted on or with this Certification and understands that the provisions of 31 USC §3801 et seq. are applicable thereto.

_____

BIDDER NAME

BY:_____
            Signature

TITLE:_____

CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: SUBCONTRACTOR NAME:

☐ Yes ☐ No

IS THIS FOR:

TAXPAYER ID NAME: ☐ Goods? ☐ Services? ☐ Both?

YOUR LAST NAME: FIRST NAME: M.I.:

ADDRESS:

CITY: STATE: ZIP CODE: COUNTY:

AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:

FOR INDIVIDUALS*

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held	For How Long?		What is the person(s) name and how are they related to you? (i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.)	
	Current	Former	(senator, representative, name of board/ commission, data entry, etc.)	From MM/YY	To MM/YY	Person's Name(s)	Relation
General Assembly							
Constitutional Officer							
State Board or Commission Member							
State Employee							

☐ **None of the above applies**

FOR AN ENTITY (BUSINESS)*

Indicate below lf any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?		
	Current	Former	(senator, representative, name of board/ commission, data entry, etc.)	From MM/YY	To MM/YY	Person's Name(s)	Ownership Interest (%)	Position of Control
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

☐**None of the above applies**

Contract and Grant Disclosure and Certification Form

Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.

As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.

2. I will include the following language as a part of any agreement with a subcontractor:

   Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.

3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

Signature _____	Title _____	Date _____
Vendor Contact Person _____	Title _____	Phone No. _____

Agency Use Only

Agency Number _____	Agency Name _____	Agency Contact Person _____	Contact Phone No. _____	Contract or Grant No. _____

RESTRICTION OF BOYCOTT OF ISRAEL CERTIFICATION

Pursuant to Arkansas Code Annotated § 25-1-503, a public entity **shall not** enter into a contract valued at $1,000 or greater with a company unless the contract includes a written certification that the person or company is not currently engaged in, and agrees for the duration of the contract not to engage in, a boycott of Israel.

By signing below, the Contractor agrees and certifies that they do not boycott Israel and will not boycott Israel during the remaining aggregate term of the contract.

If a company does boycott Israel, see Arkansas Code Annotated § 25-1-503.

Bid Number/Contract Number	
Description of product or service	
Contractor name	

Contractor Signature: _____   Date: _____
Signature must be hand written, in ink