

State of Maine
RFP / Proposal Master Score Sheet

SCORESHEET FOR RFP# 201908139: IT Service Management Solution									
PROPOSAL SUBMITTED BY:		Acelare		Acorio		Alemba		Axios	
COST:		Cost:		Cost:	15,259,255*	Cost:		Cost:	5,093,950
EVALUATION ITEM	POINTS AVAIL.			*Incomplete Cost Proposal					
Eligibility to Submit Bids	Pass/Fail		Fail		Pass		Pass		Pass
Section I: Organization Qualifications and Experience (min 18 to continue)	30		--		26		26		27
Section II: Proposed Services (min 24 to continue)	40		--		26		17		35
Section III: Cost Proposal	30		--		--		--		16.31
TOTAL	<u>100</u>								<u>78.31</u>
PROPOSAL SUBMITTED BY:		Beyond20		Carahsoft		CDWG		Cherwell	
COST:		Cost:		Cost:		Cost:		Cost:	
EVALUATION ITEM	POINTS AVAIL.								
Eligibility to Submit Bids	Pass/Fail		Fail		Fail		Fail		Pass
Section I: Organization Qualifications and Experience (min 18 to continue)	30		--		--		--		14
Section II: Proposed Services (min 24 to continue)	40		--		--		--		--
Section III: Cost Proposal	30		--		--		--		--
TOTAL	<u>100</u>								

SCORESHEET FOR RFP# 201908139: IT Service Management Solution

PROPOSAL SUBMITTED BY:		Greenlight		IBM		Integral		Kloves	
COST:		Cost:		Cost:		Cost:	2,770,935	Cost:	
EVALUATION ITEM	POINTS AVAIL.								
Eligibility to Submit Bids	Pass/Fail	Fail		Fail		Pass		Pass	
Section I: Organization Qualifications and Experience (min 18 to continue)	30	--		--		21		18	
Section II: Proposed Services (min 24 to continue)	40	--		--		26		16	
Section III: Cost Proposal	30	--		--		30		--	
TOTAL	<u>100</u>					<u>77</u>			
PROPOSAL SUBMITTED BY:		KPMG		ManageEngine		NTTData		SymphonySummit	
COST:		Cost:	15,859,345	Cost:		Cost:	19,090,347	Cost:	
EVALUATION ITEM	POINTS AVAIL.								
Eligibility to Submit Bids	Pass/Fail	Pass		Pass		Pass		Fail	
Section I: Organization Qualifications and Experience (min 18 to continue)	30	28		12		28		--	
Section II: Proposed Services (min 24 to continue)	40	35		--		34		--	
Section III: Cost Proposal	30	5.24		--		4.35		--	
TOTAL	<u>100</u>	<u>68.24</u>				<u>66.35</u>			

SCORESHEET FOR RFP# 201908139: IT Service Management Solution

PROPOSAL SUBMITTED BY:		SysAid		Wipro					
COST:		Cost:		Cost:					
EVALUATION ITEM	POINTS AVAIL.								
Eligibility to Submit Bids	Pass/Fail	Fail		Pass					
Section I: Organization Qualifications and Experience (min 18 to continue)	30	--		26					
Section II: Proposed Services (min 24 to continue)	30	--		11					
Section III: Cost Proposal	30	--		--					
TOTAL	<u>100</u>								

Award Justification Statement

RFP# 201908139 IT Service Management (ITSM) Solution

I. Summary

The Office of Information Services (OIT) is seeking a software solution to replace the current IT Service Management System, allowing OIT to manage technology services through a streamlined process and standardized ITSM toolset.

The following service components are required:

- Change Management
- Incident Management
- Problem Management
- Service Request Management
- Asset Management
- Service Catalog Management

II. Evaluation Process

The Evaluation Team consisted of seasoned Office of Information Technology (OIT) state employees plus an RFP coordinator. The evaluation team members included:

1. Brigid Palmer, a member of the IT Vendor Management team, acting as RFP Coordinator
2. Tina-Marie Murray, a Subject Matter Expert with experience using current OIT software solutions
3. Joseph Zrioka, a Systems Section Manager on the IT Vendor Management team responsible for OIT policy compliance
4. Jayadev Nutakki, an ITIL 4 Foundation certified in ITSM, Deputy Director with IT Applications Management experience
5. Diana Olore, a Deputy Director with IT Project and Applications Management experience and assisted in the development of the ITSM RFP

Eighteen (18) proposals were received. Four (4) bidders reached the final Cost Proposal phase.

The evaluation and scoring of proposals were conducted using the tiered/staged approach described in the RFP.

All bidders were reviewed for the satisfactory completion of the Eligibility to Submit Bids. Those who received a passing grade continued to the next evaluation section.

Section I: Organization Qualifications and Experience. The evaluation team reviewed and graded the bidders in alphabetical order. Those bidders scoring a minimum of 18 points or more continued to the next evaluation section.

Section II: Proposed Services. The evaluation team reviewed and graded the bidders in alphabetical order. Those bidders scoring a minimum of 24 points were included in the next section.

Section III: Cost Proposal. All cost proposals were graded using the calculation: (Lowest submitted cost proposal / Cost of proposal being scored) x 30.

III. Qualifications & Experience

- 30+ years of experience
- ITIL experience
- US and worldwide public/government experience
- 95% customer retention for the last 5 years
- Pink Elephant Verified. All 16 components.
- Provided Security Certification SOC2 Type II

IV. Proposed Services

The Axios assyst software:

- Commercial Off the Shelf (COTS) IT Service Management, IT Operations Management and IT Business Management Solution
- Bidder proposed a single product with the required components plus 3 additional components. Bidder can ultimately provide all components mentioned in the RFP.
- Adheres to the ITIL 4 guiding principles
- Azure cloud-based solution
- Verified by Pink Elephant for all 16 ITIL v3 2011 processes (the latest verification possible)

V. Cost Proposal

Axios Systems submitted the second lowest cost proposal of the four finalists.

VI. Conclusion

Axios Systems was selected because they provided comprehensive proposal and impressive demonstration of the product to the Evaluation Team. The assyst solution covers all ITIL practices and is owned by the bidder.

Based on the Master Score Sheet, Axios Systems scored the highest number of points in the RFP scoring process.

Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 3:48 PM
To: Andrea.pohlman@accelare.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Accelare Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



**STATE OF MAINE
DEPARTMENT OF ADMINISTRATION AND
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OFFICE OF INFORMATION TECHNOLOGY**

**Kirsten L. Figueroa
Commissioner**

**Janet T. Mills
Governor**

September 24, 2020

Andrea Pohlman
Vice President, Central Region General Manager
Accelare, Inc.
15 Pacella Park Drive
Randolph, MA 02368
Andrea.pohlman@accelare.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Ms. Pohlman:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- Axios Systems

The bidder listed above received the evaluation team's highest ranking. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

052B9AC7F56A489...

Fred Brittain
Chief Information Officer
State of Maine

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).

Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 3:49 PM
To: jclarke@acorio.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Acorio Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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September 24, 2020

Jack Clarke
Acorio LLC
230 Congress St
Boston, MA 02110
jclarke@acorio.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Clarke:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 3:49 PM
To: Laurence.scott-mackay@alemba.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Alemba Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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September 24, 2020

Laurence Scott-Mackay
Strategic Account Director
Alemba Group Inc.
5123W 98 St., #1035
Minneapolis, MN 55437
Laurence.scott-mackay@alemba.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Scott-Mackay:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 3:51 PM
To: matt.fuchs@axiosystems.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Axios Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
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September 24, 2020

Matt Fuchs
Axios Systems
2214 Dulles Corner Park Ste. 475
Herndon, VA 20171
matt.fuchs@axiossystems.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Fuchs:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 4:36 PM
To: joe.zimmermann@beyond20.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Beyond20 Letter.pdf

Please see the attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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**Janet T. Mills
Governor**

September 24, 2020

Joe Zimmermann
Beyond20
1325 G Street NW, Suite 1020
Washington, DC 20005
joe.zimmermann@beyond20.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Zimmermann:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 3:53 PM
To: cyrus.saeidi@carahsoft.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Carahsoft Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
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Governor**

September 24, 2020

Cyrus Saeidi
Carahsoft
11493 Sunset Hills Rd, Suite 100
Reston, VA 20190
cyrus.saeidi@carahsoft.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Saeidi:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 3:54 PM
To: kaitlin.horne@cdwg.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: CDW Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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Governor**

September 24, 2020

Kaitlin Horne, Proposal Specialist
CDW Government LLC
230 N. Milwaukee Ave.
Vernon Hills, IL 60061
kaitlin.horne@cdwg.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Ms. Horne:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 3:57 PM
To: 'Peter Weger'
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Cherwell Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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Governor**

September 24, 2020

Peter Weger
Cherwell Software LLC
10125 Federal Dr., Suite 100
Colorado Springs, CO 80908

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Weger:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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State of Maine

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).

Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 4:21 PM
To: joe@greenlightgroup.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Greenlight Letter.pdf

Please see the attached letter. The Lead Point of Contact email address scott@greenlightgroup.com came back as undeliverable.

Brigid Palmer

Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



**STATE OF MAINE
DEPARTMENT OF ADMINISTRATION AND
FINANCE
OFFICE OF INFORMATION TECHNOLOGY**

**Kirsten L. Figueroa
Commissioner**

**Janet T. Mills
Governor**

September 24, 2020

Scott Franklin
National Sales Manager
Greenlight Group
8848 S. Redwood Rd. Suite N101
West Jordan, UT 84088
scott@greenlightgroup.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Franklin:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- Axios Systems

The bidder listed above received the evaluation team's highest ranking. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

052B9AC7F56A489...

Fred Brittain
Chief Information Officer
State of Maine

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).

Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 3:59 PM
To: 'angela.y.reinmund@ibm.com'
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: IBM Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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**Kirsten L. Figueroa
Commissioner**

**Janet T. Mills
Governor**

September 24, 2020

Angela Reinmund
Account Executive
IBM
1 New Orchard Rd.
Armonk, NY 10504
angela.y.reinmund@ibm.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Ms. Reinmund:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Sincerely,

DocuSigned by:

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Fred Brittain
Chief Information Officer
State of Maine

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 4:00 PM
To: crandall@e2zintegral.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Integral Consulting Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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OFFICE OF INFORMATION TECHNOLOGY**

**Kirsten L. Figueroa
Commissioner**

**Janet T. Mills
Governor**

September 24, 2020

Clinton Randall
Integral Consulting Services
2101 Gaither Rd, Suite 410
Rockville, MD 20850
crandall@e2zintegral.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Randall:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Sincerely,

DocuSigned by:

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Chief Information Officer
State of Maine

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 4:01 PM
To: gautam@klovesinc.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Kloves Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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Commissioner**

**Janet T. Mills
Governor**

September 24, 2020

Gautam Ganapathy
Sr. Director – Operations
Kloves, Inc.
3375 Scott Blvd. #304
Santa Clara, CA 95054
gautam@klovesinc.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Ganapathy:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Chief Information Officer
State of Maine

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 4:01 PM
To: cmarsh@kpmg.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: KPMG Letter.pdf

Please see attached letter.

Brigid Palmer

Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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**Kirsten L. Figueroa
Commissioner**

**Janet T. Mills
Governor**

September 24, 2020

Carl Marsh
Managing Director
KPMG LLC
111 Congress Ave, Suite 1900
Austin, TX 78701
cmarsh@kpmg.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Marsh:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Sincerely,

DocuSigned by:

052B9AC7F56A489...

Fred Brittain
Chief Information Officer
State of Maine

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 4:02 PM
To: eric.hills@nttdata.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: NTT Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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Commissioner**

**Janet T. Mills
Governor**

September 24, 2020

Eric Hills, Client Executive
NTT Data
111 Commercial St, Suite 202
Portland, ME 04101
eric.hills@nttdata.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Hills:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Sincerely,

DocuSigned by:

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Chief Information Officer
State of Maine

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 4:03 PM
To: marc.badik@symphonysummit.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Symphony Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



**STATE OF MAINE
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**Kirsten L. Figueroa
Commissioner**

**Janet T. Mills
Governor**

September 24, 2020

Marc Badik – Area Director
Symphony SummitAI
4 Main St, Suite 100
Los Altos, CA 94022
marc.badik@symphonysummit.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Badik:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 4:04 PM
To: amy.redmond@sysaid.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: SysAid Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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**Kirsten L. Figueroa
Commissioner**

**Janet T. Mills
Governor**

September 24, 2020

Amy Redmond, Account Executive
SysAid Technologies Ltd
901 King Street West
Toronto, Ontario, Canada, M5V 3H5
amy.redmond@sysaid.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Ms. Redmond:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Sincerely,

DocuSigned by:

052B9AC7F56A489...

Fred Brittain
Chief Information Officer
State of Maine

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 4:05 PM
To: 'james.thompson@wipro.com'
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Wipro Letter.pdf

Please see attached letter.

Brigid Palmer

Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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**Kirsten L. Figueroa
Commissioner**

**Janet T. Mills
Governor**

September 24, 2020

James Thompson
Wipro LLC
2 Tower Center Blvd., Suite 2200
East Brunswick, NJ 08816
james.thompson@wipro.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Mr. Thompson:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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State of Maine

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Palmer, Brigid

From: Palmer, Brigid
Sent: Thursday, September 24, 2020 4:06 PM
To: lshankar@manageengine.com
Subject: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution
Attachments: Zoho Letter.pdf

Please see attached letter.

Brigid Palmer
Systems Analyst, IT Vendor Management
State of Maine, Office of Information Technology
51 Commerce Drive, 3rd Floor, SHS 145
Augusta, ME 04330
brigid.palmer@maine.gov
207-737-9634 (Cell)



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**Kirsten L. Figueroa
Commissioner**

**Janet T. Mills
Governor**

September 24, 2020

Lakshmi Shankar
ManageEngine
Zoho Corporation
4141 Hacienda Drive
Pleasanton, CA 94588
lshankar@manageengine.com

SUBJECT: Notice of Conditional Contract Award under RFP #201908139, IT Service Management (ITSM) Solution

Dear Ms. Shankar:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of Information Technology for an IT Service Management (ITSM) Solution. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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RFP 201908139
IT Service Management (ITSM) Solution
Eligibility to Submit Bids
3/26/2020

Scoring Stage One: Eligibility to Submit Bids (Pass/Fail)

Stage One: Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration. Those proposals meeting these initial eligibility requirements will then be reviewed for ITSM project implementation eligibility requirements (**Appendix C**). All proposals that are deemed to meet the ITSM project implementation eligibility requirements will move on to Stage Two of the evaluation and scoring process.

Evaluation Team:

Brigid Palmer (facilitator)

Joseph Zrioka

Diana Olore

Jayadev Nutakki

Tina-Marie Murray

All Bidders must have implemented, or participated in the implementation of, the proposed ITSM solution in the last five (5) years. Bidders must complete and submit the “Eligibility to Submit Bids” section provided in **Appendix C** of this RFP. Failure to provide this evidence will result in the disqualification of the proposal.

From **Appendix C**: “Using the template below, provide an ITSM implementation project, and bidder’s role in that project, that occurred within the past five years. The Department will contact the client identified below to verify implementation of the ITSM project. Any project determined not to have been implemented will result in disqualification of that proposal from award consideration.

ITSM Proposal Eligibility to Bids

Eligible to Bid? Pass or Fail	Vendor	Location	Ineligible Reason
Fail	Acelare	Randolph, MA	Not implemented as a project; client staffer joined Acelare; No client contact was given.
Pass	Acorio	Boston, MA	
Pass	Alemba	Minneapolis, MN	
Pass	Axios	Herndon, VA	
Fail	Beyond20 (Creative Enterprise Solutions)	Tempe, AZ	No year given on Implementation Date. Cannot determine if project was implemented within the past 5 years.
Fail	Carahsoft	Reston, VA	No ITSM products. No project name. No Implementation of product.
Fail	CDWG	Vernon Hills, IL	No contact phone number. No actual products implemented. Could not prove actual implementation.
Pass	Cherwell	Colorado Springs, CO	
Fail	Greenlight	West Jordan, UT	No contact information.
Fail	IBM	Armonk, NY	No contact information.
Pass	Integral	Rockville, MD	
Pass	Kloves	Santa Clara, CA	
Pass	KPMG	New York, NY	
Pass	ManageEngine - ZOHO	Pleasanton, CA	
Pass	NTTData	Plano, TX	
Fail	SymphonySummitAI	Los Altos, CA	No contact information.
Fail	SysAid	Israel and Toronto, ONT CANADA	No contact information.
Pass	Wipro	East Brunswick, NJ	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Acelare
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	<u>Pass:</u>	<u>Fail:</u>
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.		X
	<u>Points Awarded:</u>	
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	--	
Section II. Proposed Services (Max: 40 Points)	--	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Acelare
DATE: 8/5/2020

Scoring Stage One: Eligibility to Submit Bids (Pass/Fail)

Stage One: Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration. Those proposals meeting these initial eligibility requirements will then be reviewed for ITSM project implementation eligibility requirements (**Appendix C**). All proposals that are deemed to meet the ITSM project implementation eligibility requirements will move on to Stage Two of the evaluation. and scoring process.

All Bidders must have implemented, or participated in the implementation of, the proposed ITSM solution in the last five (5) years. Bidders must complete and submit the “Eligibility to Submit Bids” section provided in **Appendix C** of this RFP. Failure to provide this evidence will result in the disqualification of the proposal.

From **Appendix C**: “Using the template below, provide an ITSM implementation project, and bidder’s role in that project, that occurred within the past five years. The Department will contact the client identified below to verify implementation of the ITSM project. Any project determined not to have been implemented will result in disqualification of that proposal from award consideration.

Acelare was determined ineligible for award consideration, receiving a Fail score for the following reason(s):

Project listed was implemented as not an Acelare project, rather, client staffer joined Acelare. No client contact information was given.

Acelare is not eligible to continue to the next scoring stage.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Acorio
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	Pass:	Fail:
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.	X	
<u>Points Awarded:</u>		
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	26	
Section II. Proposed Services (Max: 40 Points)	26	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)		
	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: Acorio

DATE: 8/5/2020

Acorio advanced to Section III: Cost Proposal scoring but was deemed ineligible for award consideration because the Cost Proposal was incomplete.

Licensing Costs for Renewal Period 3 and Renewal Period 4 were noted as “not available at this time”. The omission of these costs deemed the totals in Schedule B – Phase 4 – Managed Services incomplete.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT VENDOR MANAGEMENT SOLUTION
BIDDER: Acorio
DATE: 4/2/2020, 4/6/2020, 4/8/2020
EVALUATION TEAM:

Brigid Palmer (facilitator)
Tina-Marie Murray
Jayadev Nutakki
Diana Olore
Joe Zrioka

**EVALUATION OF SECTION I
Organization Qualifications and Experience**

Total Points Available: 30 Score: 26.00

Evaluation Team Comments:

Part IV.B. Section I
1. Overview of the Organization (met the minimum for this section)
<ul style="list-style-type: none"> • 7 year old company based in Boston • Elite partner with ServiceNow (one of 30 Elite Partners) • 100% ServiceNow Implementers • ServiceNow Beta Testers • Migrated BMC Footprints to ServiceNow • 225 employees, no contractors • 70% repeat business, 270+ clients • State and Local government experience • 800+ ServiceNow accreditations
2. Client References (met the minimum for this section)
<ul style="list-style-type: none"> • 4 references received • Stanford converted a ticketing system to ServiceNow • Prime contractor for all projects
3. Organizational Chart (met the minimum for this section)
<ul style="list-style-type: none"> • Org chart did not align with State of Maine's project • Showed a staffing plan and project leadership
4. Litigation (met the minimum for this section)
<ul style="list-style-type: none"> • No litigation against the bidder
5. Financial Viability (met the minimum for this section)
<p>The Dun and Bradstreet report indicated: Comprehensive Insight Plus Report.</p> <ul style="list-style-type: none"> • 15 employees in D&B Report, versus 225 employees in Organization Overview
6. Licensure/Certification (met the minimum for this section)
<ul style="list-style-type: none"> • ServiceNow Elite partner
7. Certificate of Insurance (met the minimum for this section)

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: ACORIO

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Score: 26

Evaluation Team Comments:

- Bidder offers the 6 minimal components plus 3 additional components
- ServiceNow has a discovery and mapping tool
- 8 week advisory stage; limit of 20 processes
- Provided roadmap and timeline, mentioning Paris and Quebec, which are assumed release names.

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: ACORIO

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

- Gave examples of maps used.
- Bidder provided a high level timeline (includes advisory workshop, design and sprint reviews, testing, training) for the immediate solution and also for optional modules
- Bidder estimates 2.5 Quarters for implementation
- Bidder provided details of resources both vendor and state along with roles and responsibilities
- Provided data integration plan
- Bidder adequately responded to Tech and Functional Requirements
- Out of box integration with MS Teams
- Data transformation utility (ETL tool)
- Modules are natively integrated
- Security monitoring
- FR-44 Knowledge Management module answer was vague
- Backup is 28 days
- TR-12 and TR-13 State of Maine Accessibility and Security policies, bidder did not commit to the policies.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: ACORIO

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

d. Interface Test Plan & Test Scripts

3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

- Bidder proposed to use AAIM (Accelerated Implementation Methodology) which will align to industry, ITIL, and ServiceNow best practices, which is a hybrid (agile/waterfall methodology)
- Bidder did not propose a formal detailed Test or Interface Plan.
- Bidder did not mention plan for delivering User and System manuals. Mentioned a Quick Reference Guide.

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

- Training approach is typically role-based. Suggested several sessions including live meetings and reference guides.

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: ACORIO

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

- Bidders proposes to use their Organizational Change Management program called Acorio Org Readiness Program (AORP) that used key strategies and methods drawn from proven Org Change Management principles to ensure the key stakeholders are ready on Day one for the changes introduced by the project.
- Included an SLA
- Bidder has a highly skilled, expert managed services team with an average 10 years of technical process and consulting experience to ensure OIT has the best support for ServiceNow.
- Provided Subscription Service Agreement which articulated different terms and conditions for managing the ServiceNow environment.
- Bidder has comprehensive Disaster Recovery plan.
- Two upgrades per year with an annual platform assessment.
- Managed services contract to be coterminous with the initial contract, and extendable in the same increments.

C. PROFESSIONAL SERVICES

1. On-Site Requirements

- Acorio delivers its service with a mix of onsite and remote presence as is typical for cloud solutions. We typically spend significant time on site during requirements gathering, testing and do configuration remotely. We will not use any non-US based resources on this project per guidance in the RFP Q&A documentation.

2. Travel

3. Project Management

- a. Project Management
 - b. Project Manager
 - c. Project Manager Selection
 - d. Project Management Methodology
- “Our approach for project management will be to ensure that project governance is established/followed and to ensure prioritization of key items that yield a working solution on day one”.
 - PM deliverables are listed. Well thought out and mature.
 - Roles and Responsibilities were clearly presented for both vendor and state.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: ACORIO

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- Business Process Reengineering Methodology was not detailed.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Alemba
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	Pass:	Fail:
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.	X	
<u>Points Awarded:</u>		
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	26	
Section II. Proposed Services (Max: 40 Points)	17	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)		
	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: Alemba

DATE: 8/5/2020

Alemba advanced to Section II: Proposed Services and received a score of 17. A minimum score of 24 was required to be considered for Section III Cost Proposal.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT VENDOR MANAGEMENT SOLUTION
BIDDER: Alemba
DATE: 4/2/2020, 4/6/2020, 4/8/2020
EVALUATION TEAM:
 Brigid Palmer (facilitator)
 Tina-Marie Murray
 Jayadev Nutakki
 Diana Olore
 Joe Zrioka

**EVALUATION OF SECTION I
Organization Qualifications and Experience**

Total Points Available: 30 Score: 26.00

Evaluation Team Comments:

Part IV.B. Section I
1. Overview of the Organization (met the minimum for this section)
<ul style="list-style-type: none"> • Their own tool is Alemba Service Manager • 25 year old company • Pink certified • 100 FTs • 300 customers • Public sector experience • Worldwide offices, main office in London
2. Client References (met the minimum for this section)
<ul style="list-style-type: none"> • 4 clients received with projects in the last 3 years
3. Organizational Chart (met the minimum for this section)
<ul style="list-style-type: none"> • Org chart did not align with State of Maine's project
4. Litigation (met the minimum for this section)
<ul style="list-style-type: none"> • No litigation against bidder
5. Financial Viability (met the minimum for this section)
<ul style="list-style-type: none"> • The Dun and Bradstreet report in British pounds
6. Licensure/Certification (met the minimum for this section)
<ul style="list-style-type: none"> • Implementing their own product
7. Certificate of Insurance (met the minimum for this section)
<ul style="list-style-type: none"> •

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: ALEMBA

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Score: 17

Evaluation Team Comments:

- Bidder's product is Alemba Service Manager - ASM is a single integrated tool with a powerful workflow engine that supports ITIL and business processes out of the box centred on a central CMS
- Propriety software
- All modules included in proposal are integrated. Discovery and Mapping requires a third-party connection.
- Bidder included high level timeline and component list.
- Alemba Way strategy is a hybrid Agile/Waterfall approach from definition stage to deployment.
- Product is offered In-house or in the Alemba Cloud.

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: ALEMBA

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

B. PHASES OF WORK

- Bidder provided project roadmap and timeline for all 13 components in the span of 35 weeks.
- Unclear communication plan
- Unclear data migration plan – bidder will work with state

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

- Not licensed on a module basis, everything is included
- Data can be linked across components
- Provided SLA
- Provides drillable live-trend analysis reports
- Integrated chat feature
- Zero code approach
- an ITIL-aligned web based application that can support the processes required today while providing a platform for future process development
- self service is license free
- great knowledge base/self service integration
- “Best in Class” award for Proactive Problem Management by the Independent ITSM Review panel
- Restful API, use Jason
- Only offer 7 day backup (30 days for additional cost)

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: ALEMBA

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

- Support all the listed integrations, though many for an additional cost

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

- The Alemba Way
- Interface Plan and Test Strategy were not supplied
- User and System Manual will be built by self documentation
- Provides very detailed workshop plans and implementation methodology
- Bidder will use agile sprints to rapidly develop each service component with early prototyping and engaging customer feedback process to fit the business need

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

- Bidder will provide a series of workshops and self studies.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: ALEMBA

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

- Minimal Phase 4 deliverables covered in this proposal

C. PROFESSIONAL SERVICES

- Alemba Way strategy is a hybrid Agile/Waterfall approach from definition stage to deployment.

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- Bidder provided an incomplete response to the Business Process Management section

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: ALEMBA

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Axios
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	Pass:	Fail:
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.	X	
<u>Points Awarded:</u>		
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	27	
Section II. Proposed Services (Max: 40 Points)	35	
Section III: Cost Proposal (Max: 30 Points)	16.31	
TOTAL POINTS (Max: 100 Points)		
	78.31	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: Axios

DATE: 8/5/2020

Axios scored the highest number of total points among all bidders with a score of 78.31 .

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT VENDOR MANAGEMENT SOLUTION
BIDDER: Axios Assyst
DATE: 4/2/2020, 4/6/2020, 4/8/2020
EVALUATION TEAM:

Brigid Palmer (facilitator)
Tina-Marie Murray
Jayadev Nutakki
Diana Olore
Joe Zrioka

**EVALUATION OF SECTION I
Organization Qualifications and Experience**

Total Points Available: 30 Score: 27.00

Evaluation Team Comments:

Part IV.B. Section I
1. Overview of the Organization (met the minimum for this section)
<ul style="list-style-type: none"> • 30+ years of experience • ITIL experience • US and worldwide public/government experience • Fit for Purpose inventory • 300 employees • 300+ customers • 95% customer retention for the last 5 years
2. Client References (met the minimum for this section)
<ul style="list-style-type: none"> • Received 5 references • Public sector references
3. Organizational Chart (met the minimum for this section)
<ul style="list-style-type: none"> • Org chart did align with State of Maine's project • Was not clear which positions were vendor positions vs state positions
4. Litigation (met the minimum for this section)
<ul style="list-style-type: none"> • None listed
5. Financial Viability (met the minimum for this section)
<ul style="list-style-type: none"> • The Dun and Bradstreet report received
6. Licensure/Certification (met the minimum for this section)
<ul style="list-style-type: none"> • Pink Verified. All 16 components. • Provided Security Certification SOC2 Type II
7. Certificate of Insurance (met the minimum for this section)
<ul style="list-style-type: none"> • Included

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: AXIOS

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Score: 35

Evaluation Team Comments:

- Proposal was well organized and easy to read.
- Single product with minimal components plus 3 additional integral components
- ITIL 4 guiding principles
- Azure cloud
- Connects to Workday
- Impressive interface list
- Axios Systems' assyst software is a generally available, Commercial Off the Shelf (COTS) IT Service Management, IT Operations Management and IT Business Management Solution verified by Pink Elephant for all 16 ITIL v3 2011 processes (the latest verification possible)

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: AXIOS

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

3. Software Requirements

- All deliverables addressed
- Separate interview groups
- System components in architectural diagram
- Scope of work – states analysis of 8 components
- Assume pre-work available from State (documentation)
- All modules are integrated into a single solution

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

- Depth and breadth of these integrations will be determined during requirements gathering and are not included in the provided quotation and statement of work.
- Bidder will take the core data identified during Phase 1 and gathered by OIT and load this data into DB. This may include a mix of data which is to be migrated from BMC Footprints as well as data that may come from secondary sources
- Bidder provided 9 month road map to deliver 6 minimum components
- Bidder provided a comprehensive, detailed Architectural Diagram of the components

Phase 2 – Implementation

Deliverables:

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: AXIOS

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

1. Implementation Plan
 2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
 3. Functioning test and production environments
 4. All required interfaces have been reconstructed and implemented
 5. Test Strategy
 6. Test Plans
 7. Approved OIT Deployment Certification
 8. New ITSM solution is fully implemented
 9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
 10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.
- Bidder described at a high level implementation for all 6 minimum components
 - Bidder plans to adjust the initial implementation plan based on the requirements identified in Phase 1. Will develop a highly detailed Work Breakdown Structure that reflects the timeline, activities and responsible parties.
 - Deployment Certification components were noted.
 - Bidder propose to work with OIT and develop a detailed interface plan. This will include any documentation which will be included in System manual. The *assyst* open API allows OIT to do integration work in-house. They will provide connectors, collectors, adapters, bridges, and a fully published API so that our customers can create their own interfaces and have greater flexibility in delivering their services
 - Fixed price proposal is based on no more than three (3) external systems producing structured data to be consumed on a scheduled interval basis
 - Robust security plan

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: AXIOS

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

- Training plan was comprehensive.
- The OIT staff who are designated as *assyst* administrators will work closely with Team Axios through the course of the project using a combination of formal training courses and hands on knowledge transfer. This training will be on-site, and classroom based. for up to 4 Maine OIT technical staff
- No training is recommended for end users as the Service Portal is very intuitive. End users will receive communication about the changes that are coming and how they will be asked to interact with support, but no formal training is anticipated.
- OIT will receive training on setting up standard reports utilizing *assyst's* reporting wizard. Custom reports are considered to be outside of scope for training purposes.
- Includes classroom-based training for 8 persons at 3.5 hours.
- The objective of the training that will be delivered in this project is to ensure the OIT staff have the knowledge they require to do their jobs effectively. This includes detailed knowledge of *assyst* and how it is configured for the OIT *assyst* administrators as well as support staff knowledge of *assyst* for the 475 IT staff who are involved in providing services using *assyst*

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
 2. Operational Change Management Plan
 3. Operational support services
 4. Remote Hosting Solution
 5. Disaster Recovery Plan
- SLA was provided
 - Hosting system in Azure Cloud. Continuous support without upgrading.
 - Bidder has provided a details of Managed Services, including SLA.
 - Mature Disaster Recovery Plan.
 - Included hosting Architectural Diagram.

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

a. Project Management

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: AXIOS

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- **Provided detailed Project Management plan**

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- **Provided a clear Business Process Management plan**
- **Listed Reengineering deliverables**
- **Clear sample engagement schedule**

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Axios
DATE: 8/4/2020

**EVALUATION OF SECTION III
Cost Proposal
Price: Comparison with Lowest Bid**

Total Points Available: 30 Score: 16.31

Lowest submitted Cost Proposal	÷	Cost Proposal being scored	x	Score Weight	=	Score
2,770,935	÷	5,093,950	x	30 points	=	16.31

Evaluation Team Comments:

Total Bid Price was corrected from \$4,791,272.07 to \$5,093,950 due to a calculation error.

Schedule B Managed Services in the Total Cost Proposal was \$4,086,160.07, but the managed services costs actually added up to 4,388,838.60, for a difference of 302,678.53 .

The evaluation team agreed to accept the corrected amount as the final cost proposal.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Beyond20
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	<u>Pass:</u>	<u>Fail:</u>
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.		X
	<u>Points Awarded:</u>	
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	--	
Section II. Proposed Services (Max: 40 Points)	--	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Beyond20
DATE: 8/5/2020

Scoring Stage One: Eligibility to Submit Bids (Pass/Fail)

Stage One: Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration. Those proposals meeting these initial eligibility requirements will then be reviewed for ITSM project implementation eligibility requirements (**Appendix C**). All proposals that are deemed to meet the ITSM project implementation eligibility requirements will move on to Stage Two of the evaluation. and scoring process.

All Bidders must have implemented, or participated in the implementation of, the proposed ITSM solution in the last five (5) years. Bidders must complete and submit the “Eligibility to Submit Bids” section provided in **Appendix C** of this RFP. Failure to provide this evidence will result in the disqualification of the proposal.

From **Appendix C**: “Using the template below, provide an ITSM implementation project, and bidder’s role in that project, that occurred within the past five years. The Department will contact the client identified below to verify implementation of the ITSM project. Any project determined not to have been implemented will result in disqualification of that proposal from award consideration.

Acelare was determined ineligible for award consideration, receiving a Fail score for the following reason(s):

No year given on Implementation Date.
Cannot determine if project was implemented within the past 5 years.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Carahsoft
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	<u>Pass:</u>	<u>Fail:</u>
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.		X
	<u>Points Awarded:</u>	
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	--	
Section II. Proposed Services (Max: 40 Points)	--	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Carahsoft
DATE: 8/5/2020

Scoring Stage One: Eligibility to Submit Bids (Pass/Fail)

Stage One: Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration. Those proposals meeting these initial eligibility requirements will then be reviewed for ITSM project implementation eligibility requirements (**Appendix C**). All proposals that are deemed to meet the ITSM project implementation eligibility requirements will move on to Stage Two of the evaluation. and scoring process.

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Carahsoft was determined ineligible for award consideration, receiving a Fail score for the following reason(s):

No ITSM products.
No project name.
No Implementation of product.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: CDWG
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	<u>Pass:</u>	<u>Fail:</u>
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.		X
<u>Points Awarded:</u>		
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	--	
Section II. Proposed Services (Max: 40 Points)	--	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)		
	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: CDWG
DATE: 8/5/2020

Scoring Stage One: Eligibility to Submit Bids (Pass/Fail)

Stage One: Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration. Those proposals meeting these initial eligibility requirements will then be reviewed for ITSM project implementation eligibility requirements (**Appendix C**). All proposals that are deemed to meet the ITSM project implementation eligibility requirements will move on to Stage Two of the evaluation. and scoring process.

All Bidders must have implemented, or participated in the implementation of, the proposed ITSM solution in the last five (5) years. Bidders must complete and submit the “Eligibility to Submit Bids” section provided in **Appendix C** of this RFP. Failure to provide this evidence will result in the disqualification of the proposal.

From **Appendix C**: “Using the template below, provide an ITSM implementation project, and bidder’s role in that project, that occurred within the past five years. The Department will contact the client identified below to verify implementation of the ITSM project. Any project determined not to have been implemented will result in disqualification of that proposal from award consideration.

CDWG was determined ineligible for award consideration, receiving a Fail score for the following reason(s):

No contact phone number.
No actual products implemented.
Could not prove actual implementation.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Cherwell
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	Pass:	Fail:
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.	X	
<u>Points Awarded:</u>		
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	14	
Section II. Proposed Services (Max: 40 Points)	--	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)		
	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: Cherwell

DATE: 8/5/2020

Cherwell advanced to Section I: Organization Qualifications and Experience and received a score of 14. A minimum score of 18 was required to be considered for Section II Proposed Services.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT VENDOR MANAGEMENT SOLUTION
BIDDER: Cherwell
DATE: 4/2/2020, 4/6/2020, 4/8/2020
EVALUATION TEAM:

- Brigid Palmer (facilitator)
- Tina-Marie Murray
- Jayadev Nutakki
- Diana Olore
- Joe Zrioka

**EVALUATION OF SECTION I
Organization Qualifications and Experience**

Total Points Available: 30 Score: 14.00

Evaluation Team Comments:

Part IV.B. Section I
1. Overview of the Organization (met the minimum for this section)
<ul style="list-style-type: none"> • Offer their own product, codeless platform, rapid development • ITIL verified, ITSM experienced • 1900 customers • Size of organization is not clear
2. Client References
<ul style="list-style-type: none"> • No references provided. Agreed to provide after selection.
3. Organizational Chart
<ul style="list-style-type: none"> • Link provided from website. Not an actual org chart.
4. Litigation (met the minimum for this section)
<ul style="list-style-type: none"> • “any active litigation that is (i) not ordinary course; or (ii) that Cherwell believes would impact its ability to provide its products and services to customers.”
5. Financial Viability
<ul style="list-style-type: none"> • Did not provide report
6. Licensure/Certification (met the minimum for this section)
<ul style="list-style-type: none"> • Provided multiple certifications
7. Certificate of Insurance (met the minimum for this section)
<ul style="list-style-type: none"> • Provided multiple insurance documents

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Greenlight
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	<u>Pass:</u>	<u>Fail:</u>
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.		X
	<u>Points Awarded:</u>	
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	--	
Section II. Proposed Services (Max: 40 Points)	--	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Greenlight
DATE: 8/5/2020

Scoring Stage One: Eligibility to Submit Bids (Pass/Fail)

Stage One: Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration. Those proposals meeting these initial eligibility requirements will then be reviewed for ITSM project implementation eligibility requirements (**Appendix C**). All proposals that are deemed to meet the ITSM project implementation eligibility requirements will move on to Stage Two of the evaluation. and scoring process.

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From **Appendix C**: “Using the template below, provide an ITSM implementation project, and bidder’s role in that project, that occurred within the past five years. The Department will contact the client identified below to verify implementation of the ITSM project. Any project determined not to have been implemented will result in disqualification of that proposal from award consideration.

Greenlight was determined ineligible for award consideration, receiving a Fail score for the following reason(s):

No contact information.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: IBM
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	<u>Pass:</u>	<u>Fail:</u>
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.		X
	<u>Points Awarded:</u>	
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	--	
Section II. Proposed Services (Max: 40 Points)	--	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: IBM
DATE: 8/5/2020

Scoring Stage One: Eligibility to Submit Bids (Pass/Fail)

Stage One: Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration. Those proposals meeting these initial eligibility requirements will then be reviewed for ITSM project implementation eligibility requirements (**Appendix C**). All proposals that are deemed to meet the ITSM project implementation eligibility requirements will move on to Stage Two of the evaluation. and scoring process.

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From **Appendix C**: “Using the template below, provide an ITSM implementation project, and bidder’s role in that project, that occurred within the past five years. The Department will contact the client identified below to verify implementation of the ITSM project. Any project determined not to have been implemented will result in disqualification of that proposal from award consideration.

IBM was determined ineligible for award consideration, receiving a Fail score for the following reason(s):

No contact information.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Integral
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	Pass:	Fail:
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.	X	
<u>Points Awarded:</u>		
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	21	
Section II. Proposed Services (Max: 40 Points)	26	
Section III: Cost Proposal (Max: 30 Points)	30	
TOTAL POINTS (Max: 100 Points)		
	77	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: Integral

DATE: 8/5/2020

Integral proposed the lowest cost of all bidders. Their total points score was 77.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT VENDOR MANAGEMENT SOLUTION
BIDDER: Integral
DATE: 4/2/2020, 4/6/2020, 4/8/2020
EVALUATION TEAM:
 Brigid Palmer (facilitator)
 Tina-Marie Murray
 Jayadev Nutakki
 Diana Olore
 Joe Zrioka

**EVALUATION OF SECTION I
Organization Qualifications and Experience**

Total Points Available: 30 Score: 21.00

Evaluation Team Comments:

Part IV.B. Section I
1. Overview of the Organization (met the minimum for this section)
<ul style="list-style-type: none"> • Vendor is an integrator of products • Multiple ITSM tools listed • Bidder did not differentiate their services (ITSM vs other) • Bidder is the expert solution partner with Ivanti • State and federal government experience
2. Client References (met the minimum for this section)
<ul style="list-style-type: none"> • Primary implementers using ITIL best practices • Experience with 5 ITSM modules
3. Organizational Chart (met the minimum for this section)
<ul style="list-style-type: none"> • No staffing plan provided
4. Litigation (met the minimum for this section)
<ul style="list-style-type: none"> • None listed
5. Financial Viability (met the minimum for this section)
<ul style="list-style-type: none"> • The Dun and Bradstreet report included (5 pages)
6. Licensure/Certification (met the minimum for this section)
<ul style="list-style-type: none"> • Multiple certifications listed
7. Certificate of Insurance (met the minimum for this section)
<ul style="list-style-type: none"> •

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: INTEGRAL

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Score: 26

Evaluation Team Comments:

- Tool is Ivanti Service Manager
- Concise response.

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

- Solution strategy broken into 3 phases for all components. First phase contains the minimally required service components. Six months for first phase. 2.5 year project.
- Phases 2 and 3 are add-ons.
- Bidder's Strategy also include to implement some of their additional components like Service Management Bundle SaaS with Asset manager, Voice Automation, SaaS BI Reporting Server and Xtraction
- Bidder has provided detailed software requirements (version included) for their various components and provide a list of all components in each phase.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: INTEGRAL

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

- To implement Ivanti Service Manager, Integral utilizes a combination of Ivanti's implementation methodology and Integral's Project Management Methodology (I-PMM) to ensure the solution is configured using repeatable methods based on our experience implementing the solution at over 50 customer sites.
- No Data Migration Plan
- Lacking Resource Requirements
- Lacking examples, samples, screen shots
- Meets FEDRAMP standards
- Ivanti Service Manager is a self-contained solution which includes 13 ITIL-based processes available out of the box (OOTB).
- Warranties and license entitlements are managed through the contracts module. –not sure if this is included
- Auto-discovery is an add-on
- Ivanti Service Manager's SaaS offering provides 3 upgrades per year. Each upgrade will be completed by the cloud operations team without any interruption to existing configurations, data, or access.
- Audit trail to nearest minute (not second, as required)
- Log off after 30 minutes. Session still available if not specifically logged off.
- Bidder has articulated a clear plan how they would conduct project initiation and Discovery of the current SOM process. Their PM will draft a project plan and

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: INTEGRAL

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

associated timeline to include all deliverables in line with the expected implementation start date and any relative dependencies and submit the project plan for review by the State's PM.

- Bidder, at the beginning of the discovery phase, will present a business process reengineering strategy to the State for review. Bidders has presented, as a strategy, their approach to understand and document the current state workflows defined in our current Footprints, design of future state processes that take advantage of Ivanti Service Manager's features and ITIL best practices.
- Bidder has presented in table form their Business process re-engineering strategy for the six components.
- Documentation will also include the delta of the current and future system.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
 2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
 3. Functioning test and production environments
 4. All required interfaces have been reconstructed and implemented
 5. Test Strategy
 6. Test Plans
 7. Approved OIT Deployment Certification
 8. New ITSM solution is fully implemented
 9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
 10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.
- Mentioned interfaces, but did not include Interface Plan
 - Bidder did not explicitly provided approaches to Deployment Certification, Test Strategy, Manual creation.
 - Bidder has presented well intentions of developing Go-Live cutover plan and strategy, which focuses on ensuring all configurations have been migrated to production, all integrations are reconnected to the Production environment, configurations have been updated to include Production-specific values and provide a timeline to ensure a timely migration of data during cutover.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: INTEGRAL

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

- Bidder has articulated the intended training plan which includes all roles within the solution, by variety of methods to ensure all users are trained. BA will be preparing detail training plans including timeline to delivery training, in-person and remote training sessions.

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

- Bidder commented that they “Will provide the following...”, listing Phase 4 deliverables, 1-5
- Bidder proposed a plan for post live management of the system, which include SOM resources to configures roles, user access, forms, workflows, reports etc. while bidders’ resources will manage the underlying Architecture, product version and cloud components.
- Bidders cloud ops team will be responsible for availability, performance and security of the solution.
- Bidder has provided details of their proposed systems architecture, at a very high level., Their web tier is redundant, with individually scalable application components, deployed across multiple fault-tolerant zones.
- Application and infrastructure monitoring is available to monitor the flow of traffic automatically across these zones to maximize performance and availability. Subsequently, Ivanti provides a comprehensive disaster recovery plan utilizing always-on replication for near real-time replication of data to provide a low Recovery Point Objective (RPO) and Recovery Time Objective (RTO).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: INTEGRAL

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

- Included travel in cost proposal

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

- Will use PMI Best Practices

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- Bidder, at the beginning of the discovery phase, will present a business process reengineering strategy to the State for review. Bidders has presented, as a strategy, their approach to understand and document the current state workflows defined in our current Footprints, design of future state processes that take advantage of Ivanti Service Manager's features and ITIL best practices (See Phase 1 – Project Initiation and Discovery)
- Bidder will present BA with 7 years of experience in Six Sigma or Lean methodologies, to SOM for review and approval

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Integral
DATE: 8/4/2020

**EVALUATION OF SECTION III
Cost Proposal
Price: Comparison with Lowest Bid**

Total Points Available: 30 Score: 30

Lowest submitted Cost Proposal	÷	Cost Proposal being scored	x	Score Weight	=	Score
2,770,935	÷	2,770,935	x	30 points	=	30

Evaluation Team Comments:

N/A.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Kloves
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	Pass:	Fail:
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.	X	
<u>Points Awarded:</u>		
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	18	
Section II. Proposed Services (Max: 40 Points)	16	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)		
	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: Kloves

DATE: 8/5/2020

Kloves advanced to Section II Proposed Services and received a score of 16. A minimum score of 24 was required to be considered for Section II Cost Proposal.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT VENDOR MANAGEMENT SOLUTION
BIDDER: Kloves
DATE: 4/2/2020, 4/6/2020, 4/8/2020
EVALUATION TEAM:
 Brigid Palmer (facilitator)
 Tina-Marie Murray
 Jayadev Nutakki
 Diana Olore
 Joe Zrioka

**EVALUATION OF SECTION I
Organization Qualifications and Experience**

Total Points Available: 30 Score: 18.00

Evaluation Team Comments:

Part IV.B. Section I
1. Overview of the Organization (met the minimum for this section)
<ul style="list-style-type: none"> • ServiceNow provider since 2011 • Mentioned 'Statement of Work' versus RFP. • Concisely listed company information • Use hybrid project methodology • 50 employees
2. Client References (met the minimum for this section)
<ul style="list-style-type: none"> • References received.
3. Organizational Chart (met the minimum for this section)
<ul style="list-style-type: none"> •
4. Litigation (met the minimum for this section)
<ul style="list-style-type: none"> • None
5. Financial Viability
<ul style="list-style-type: none"> • None provided
6. Licensure/Certification
<ul style="list-style-type: none"> • None provided
7. Certificate of Insurance (met the minimum for this section)
<ul style="list-style-type: none"> •

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: Kloves

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Score: 16

Evaluation Team Comments:

- **ServiceNow reseller**
- **Incomplete proposal. Not all questions were answered.**

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

- **Solution includes the six asterisked components plus two additional.**
- **Provided a timeline, but no roadmap.**
- **Did not provide Software Requirements. Provided Technical Requirements.**

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: Kloves

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

- Did not answer each requirement.
- Short answers, lacking detail.

- Offered to provide plans in the future.
- Business process requirement utilizes ITIL based framework for best practices implementation of ServiceNow
- Kloves shall use its ServiceNow instance to track the sprints and stories using Agile Development unless Customer has a preferred method to track user stories utilizing internal tools (i.e. Jira or ServiceNow)
- Water-Scrum-Fall approach
- No code, Low Code configuration (reflected in timeline)
- Standard application configuration based on ServiceNow best practice
- 3rd party Discovery tools or database integrations is out of scope
- Customer shall provide necessary credentials and server for the instance to perform a SFTP for any of the data files to import
- ServiceNow IntegrationHub Subscription may be required to achieve some integrations.
- 2 weeks Post go-live support (HyperCare)

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: Kloves

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

- c. Interface Test Strategy
- d. Interface Test Plan & Test Scripts
- 3. Functioning test and production environments
- 4. All required interfaces have been reconstructed and implemented
- 5. Test Strategy
- 6. Test Plans
- 7. Approved OIT Deployment Certification
- 8. New ITSM solution is fully implemented
- 9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
- 10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

- Lacked specifics.
- No Sample Plans or Plan descriptions.

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

- Offered training after Implementation.
- Bidder offered only 5 training sessions.
- Advocated Train-the-Trainer methodology. Will assist Trainer to create curriculum.
- Proposed 2 System Admins

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

- Detail lacking/not addressed.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: Kloves

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

C. PROFESSIONAL SERVICES

- **Detail lacking/not addressed.**

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- **Kloves recommends to use our Agile Development application in Kloves ServiceNow instance if customer does not have a project tools.**
- **Listed high level responsibilities only.**

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- **Listed high level responsibilities only.**

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: KPMG
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	Pass:	Fail:
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.	X	
<u>Points Awarded:</u>		
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	28	
Section II. Proposed Services (Max: 40 Points)	35	
Section III: Cost Proposal (Max: 30 Points)	5.24	
TOTAL POINTS (Max: 100 Points)		
	68.24	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: KPMG

DATE: 8/5/2020

KPMG scored a total of 68.24 points.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT VENDOR MANAGEMENT SOLUTION
BIDDER: KPMG
DATE: 4/2/2020, 4/6/2020, 4/8/2020
EVALUATION TEAM:
 Brigid Palmer (facilitator)
 Tina-Marie Murray
 Jayadev Nutakki
 Diana Olore
 Joe Zrioka

**EVALUATION OF SECTION I
Organization Qualifications and Experience**

Total Points Available: 30 Score: 28.00

Evaluation Team Comments:

Part IV.B. Section I
1. Overview of the Organization (met the minimum for this section)
<ul style="list-style-type: none"> • Over 500 implementations • ServiceNow Gold Level Partner • 150 staff dedicated to ServiceNow product • KPMG PoweredIT exclusive package • Multiple State clients
2. Client References (met the minimum for this section)
<ul style="list-style-type: none"> • Robust ITSM references
3. Organizational Chart (met the minimum for this section)
<ul style="list-style-type: none"> •
4. Litigation (met the minimum for this section)
<ul style="list-style-type: none"> • Bidder deems no related litigation.
5. Financial Viability (met the minimum for this section)
<ul style="list-style-type: none"> • The Dun and Bradstreet condensed report
6. Licensure/Certification (met the minimum for this section)
<ul style="list-style-type: none"> • Listed ServiceNow certifications
7. Certificate of Insurance (met the minimum for this section)
<ul style="list-style-type: none"> • included

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: KPMG

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Score: 35

Evaluation Team Comments:

- ServiceNow tool with customizations
- Proposed product consists of all 6 requested components included, plus 3 more
- Included anticipated challenges and mitigation strategies learned from state clients
- Bidder has five point strategy to implement ITMS at SOM which has been successfully used in implementation, of varying sizes, at hundreds of places, some state governments, like CA, HI, PA IN, Utah, MD, TX and TN. Bidders strategy is tested and has demonstrated values at many implementations.
- Bidder has completed over 450 ServiceNow Implementations projects, included State Governments and is a Global Elite Level Partner with ServiceNow, and an authorized ServiceNow Training Partner
- Bidder's strategy includes PoweredIT approach, which provides a thorough solution to manage and optimize the business of IT. Their PoweredIT accelerates transformation though an adapt versus build approach.
- Bidder will work with Contender Solution, an IT consulting specializing in digital transformation to provide the licenses to use the ServiceNow Software.

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: KPMG

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

- Approach will explicitly comply with your mandate to enforce out-of-the-box functionality with minimal customization
- We will be working with Maine Information Network, the State of Maine e-government services provider to perform the quality assurance services for this engagement.
- To support adherence to an OOTB-implementation principle, we recommend the formation of a “Service Management Architecture Review Team” (SMART) consisting of OIT’s technical stakeholders
- Our KPMG change management methodology—the Make It approach—closely aligns with the Prosci ADKAR® model and is guided by our experienced certified professionals

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

- Provided details of each deliverable.
- Four week timeline for this phase.
- KPMG’s process packs provide a quick start to defining full lifecycle ITSM, Financial and PPM process guides, policy definition, roles and responsibilities and recommended KPIs and metrics

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: KPMG

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

- The TOM brings together all components of how you operate- not just process or technology. KPMG provides example target operating models for OIT that we will validate against people, processes, and systems.
- 28 day backup
- ServiceNow security and ADA polices conflict with OIT
- ServiceNow does not agree to the incorporation of all or any part of the RFP this response or any terms and conditions contained in the RFP into any binding agreement between ServiceNow and the customer
- Not all technical requirements can be achieved “out of the box”.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

- Addressed Implementation Deliverables in detail.
- Comprehensive responses.
- Vendor will collaborate with OIT as a team.
- Bidder has provided their agile ITSM delivery model, incorporates process, technology and people aspects.

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: KPMG

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

3. Department user training
4. Training materials
5. Online help

- KPMG's approach to training integrates your specific policy and process information, gleaned from process optimization activities, along with technology and system user training to align key change elements into a comprehensive State of Maine training program driven by our understanding of job impacts and the workforce transition planning
- Our approach to training aligns closely with agile principles, incorporating feedback loops and the flexibility to optimize and adjust, as needed.
- Bidder has a very clear training plan for the SOM implementation, which include web-training, Instructor led training, virtually-led training, train the trainer and Training materials.
- Bidder's training philosophy is grounded in adult learning techniques and includes hands-on multimode approaches. Rely on blended approach.
- Bidder recommends putting OIT Admin's in the driver's seat and co-locate their experienced staff to perform knowledge transfer for training.

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
 2. Operational Change Management Plan
 3. Operational support services
 4. Remote Hosting Solution
 5. Disaster Recovery Plan
- KPMG offers post production support for our Powered IT solution as a managed service, called Powered Evolution
 - KPMG will provide services to address minor alterations or enhancements to fulfill a changing demand through service catalog items under the Minor Change and Enhancement hour pool. Service requests that exceed this pool will be provided on a time and materials basis, leveraging the rates specified in our response.
 - The OIT needs a transformation that will endure a service platform migration. That level of transformation requires Organizational Change Management (OCMT) from the beginning. Specifically, OCMT will help verify that the OIT avoids common pitfalls; we

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: KPMG

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

will help you identify stakeholder and process impacts, determining the level of impact, and applying the right course of action to minimize disruption to your business.

- Bidder provided a detail plan for Managed Services including SLA and definition of change/enhancements and Priority/Severity descriptions

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- Project Manager was not specifically named, selection details were missing.
- The foundation of the team's Project Management approach is KPMG's Project Management Framework and Tool Kit, which defines a structured approach that outlines inputs, key activities, tools, techniques, and outputs that will govern our collective efforts from project initiation through close.
- KPMG's experience with Scaled Agile Framework (SAFe) and our emphasis on preparing organizations to leverage modern delivery techniques to meet the challenges of technological disruption, combined with a well-established Project Management Methodology, allows us to access an array of project management and scrum techniques, as well as a talent pool of cross-certified specialists, that we can tailor to the scope, execution and oversight of activities iteratively as needed throughout the phases of work

4. Business Process Management

- a. Business Process Management
- b. Business Analyst

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: KPMG

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

c. Business Analyst Selection

d. Business Process Reengineering Methodology

- Bidder, though talked about working with OIT and transform OIT, did not talk explicitly about re-engineering.

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: KPMG
DATE: 8/4/2020

**EVALUATION OF SECTION III
Cost Proposal
Price: Comparison with Lowest Bid**

Total Points Available: 30 Score: 5.24

Lowest submitted Cost Proposal	÷	Cost Proposal being scored	x	Score Weight	=	Score
2,770,935	÷	15,859,345	x	30 points	=	5.24

Evaluation Team Comments:

N/A.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: ManageEngine
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	Pass:	Fail:
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.	X	
<u>Points Awarded:</u>		
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	12	
Section II. Proposed Services (Max: 40 Points)	--	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)		
	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: ManageEngine

DATE: 8/5/2020

ManageEngine advanced to Section I: Organization Qualifications and Experience and scored 12 points which did not meet the minimum number of 18 points to continue to Section II: Proposed Services.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT VENDOR MANAGEMENT SOLUTION
BIDDER: ManageEngine
DATE: 4/2/2020, 4/6/2020, 4/8/2020
EVALUATION TEAM:
 Brigid Palmer (facilitator)
 Tina-Marie Murray
 Jayadev Nutakki
 Diana Olore
 Joe Zrioka

**EVALUATION OF SECTION I
Organization Qualifications and Experience**

Total Points Available: 30 Score: 12.00

Evaluation Team Comments:

Part IV.B. Section I
1. Overview of the Organization (met the minimum for this section)
<ul style="list-style-type: none"> • Zoho is parent company • Public sector experience • ServiceDesk Plus is their product (SAAS) • Mentioned Maine as a city • Mentioned Asset Panda
2. Client References
•
3. Organizational Chart
• Hard to read
4. Litigation (met the minimum for this section)
• Bidder deemed litigation is not related to this project
5. Financial Viability
•
6. Licensure/Certification (met the minimum for this section)
•
7. Certificate of Insurance (met the minimum for this section)
•

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: NTT Data
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	Pass:	Fail:
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.	X	
<u>Points Awarded:</u>		
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	28	
Section II. Proposed Services (Max: 40 Points)	34	
Section III: Cost Proposal (Max: 30 Points)	4.35	
TOTAL POINTS (Max: 100 Points)		
	66.35	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: NTT Data

DATE: 8/5/2020

NTT Data scored a total of 66.34 points.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT VENDOR MANAGEMENT SOLUTION
BIDDER: NTTData
DATE: 4/2/2020, 4/6/2020, 4/8/2020
EVALUATION TEAM:
 Brigid Palmer (facilitator)
 Tina-Marie Murray
 Jayadev Nutakki
 Diana Olore
 Joe Zrioka

**EVALUATION OF SECTION I
Organization Qualifications and Experience**

Total Points Available: 30 Score: 28.00

Evaluation Team Comments:

Part IV.B. Section I
1. Overview of the Organization (met the minimum for this section)
<ul style="list-style-type: none"> • GSOAM Powered by ServiceNow • Elite Partners of ServiceNow • Public and Service Sector experience • Robust ITSM and ITIL experience • Established company • State of Maine government experience
2. Client References (met the minimum for this section)
<ul style="list-style-type: none"> • Conversion from legacy system experience • Listed more than 4 references
3. Organizational Chart (met the minimum for this section)
<ul style="list-style-type: none"> • Submitted full staffing plan and roles, both bidder and state
4. Litigation (met the minimum for this section)
<ul style="list-style-type: none"> • Bidder deems no related litigation.
5. Financial Viability (met the minimum for this section)
<ul style="list-style-type: none"> • The Dun and Bradstreet report included
6. Licensure/Certification (met the minimum for this section)
<ul style="list-style-type: none"> • received
7. Certificate of Insurance (met the minimum for this section)
<ul style="list-style-type: none"> • received

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: NTT Data

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Score: 34

Evaluation Team Comments:

- Comprehensive proposal
- ServiceNow provider, tailored towards state government application
- Realistic timeline
- Include all 6 minimum components plus 4 additional components

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

- Bidder is proposing State -specific instance of ServiceNow by using BTT Data's
- Government Service Operations Manager (GSOM) package as a starting point., Bidder's experience indicates 70-80% of GSOM is useable as-is straight OOB
- GSOM follows ITIL 3 framework, which is a version lower than the current ITIL 4.
- Bidder has onboarded closed to 30 larger public and private sector ServiceNow clients. Some of the public organizations include US Customs and Boarder Protection and NSF.

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: NTT Data

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

- Bidders NSF implementation of ServiceNow is so popular that other units at NSF are interested in adding additional ServiceNow components
- Bidder will use an established methodology for ServiceNow implementations that has proven successful at large public and private sector organizations.
- Bidder's initial solution to SOM does not include public portal for rank and file of SOM employees. However can be delivered as part of the later release based on a subsequent task order
- Bidder's GSOM include pre-configurations designed for govt org, such as NIST pub 800-53, ISO 19770(for IT software asset management), ISO 20000 (for service management), ISO 27000 (for information security) etc.
- Bidder will not use subcontractors in this project.
- Bidder propose to go-live with new ITSM system for the SOM in 12 months, and require additional 3 months for optional components
- Bidders core in-scope components include all 6 and 4 additional components (SLM, KM, Rel M and Conf M) while other three are included in the optional implementation with additional cost and time
- Solution will be hosted in the cloud, only software required is updated browsers like Chrome, Firefox, ME and Safari. Note. IE is missing in the list.

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

STATE OF MAINE TEAM CONSENSUS EVALUATION NOTES

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: NTT Data

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

- Bidder propose to 3 months for project initiation and discovery, which include common project initiation activities and refine the draft timelines, staffing plan, document management plan, communication plan and issue resolution plan and risk management.
- Bidder did not provide legacy data migration plan, based on SOM answer to question 10 (in question and answers). However willing to plan if the migration effort is needed.
- This project will require no more than five integrations with State interfaces. This includes integration with Active Directory for single sign-on functionality, integration with the State's email server, and three other integrations
- OIT will be responsible for: Sponsoring all organizational change management and communications activities
- NTT DATA will provide three ServiceNow instances: a development instance, a test instance, and a production instance in the cloud environment

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
 2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
 3. Functioning test and production environments
 4. All required interfaces have been reconstructed and implemented
 5. Test Strategy
 6. Test Plans
 7. Approved OIT Deployment Certification
 8. New ITSM solution is fully implemented
 9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
 10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.
- In cases when ServiceNow cannot be fully compliant with a policy requirement due to a product constraint or limitation, NTT DATA will work with the State to identify a corresponding mitigation or compensating measure that is acceptable to the State
 - ServiceNow has role- and scope-based security

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: NTT Data

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

- Bidder proposes to conduct a series of design workshops (parallel) lead by their architects, with OIT SMEs, decision makers and stakeholder, to gather and document (by their BAs as user stories) detailed ITSM requirements from the State. During the workshop bidders' team will advise OIT what will work and what does not work in current approach to ITSM. During this workshop bidders' team will identify pain points and discuss how to address these pain points by streamlining or changing process. Based on the information they gain from these design workshops; their team will configure an ITSM solution that meets these specific requirements.
- For integration with systems, services, or applications in the State's network, ServiceNow also includes a free optional component known as a management, instrumentation, and discovery (MID) server.. A MID server facilitates communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.
- If a MID server is required, MaineIT would be responsible for providing the needed host or hosts to support the software and for providing continued maintenance
- Unit test scripts and automation are considered out of scope.
- as part of deployment, NTT DATA will provide a month of post go-live support before MaineIT takes final acceptance of the ITSM system and we begin steady state maintenance and operations activities

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

- Provided thorough and comprehensive response
- in developing and delivering training, we use NTT DATA's Analysis, Design, Development, Delivery, and Assessment (AD3A) Methodology for instructional design
- Our proposal is for NTT DATA instructors to deliver two live webinar sessions for each training topic defined by the findings of our training needs analysis. We will record each of these webinar sessions and allow for questions from the audience and

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: NTT Data

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

responses from instructors. We will choose the best sessions and upload them to the LMS

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

- Provided detailed Managed Services Plan
- Provided SLA
- 28 day cycle backup
- ServiceNow generally produces two releases of its platform, the Now Platform, each year. In addition, ServiceNow produces patches and hotfixes throughout the supported lifetime of major releases, rolling them into the codebase for inclusion in the next version.
- Support M-F 7am-5pm
- NTT DATA will provide operations support services guided by the scope of services defined in the statement of work for this project and detailed in a managed services document. These services include support for response to incidents and minor enhancements provided by our managed services team
- When using database encryption, all data is encrypted, including attachments, logs, and backups

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: NTT Data

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- **NTT DATA's project management methodology, Services Project Management Framework (SPMF) is a patented management methodology that leverages industry best practice standards such as ITIL, a suite of ISO standards , and the Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK).**
- **Will provide resumes for the selection of PM and BA's.**

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- **Provided a comprehensive Business Process Reengineering Plan**
- **Team would include 2 BA's and a Functional Architect.**

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: NTT Data
DATE: 8/4/2020

**EVALUATION OF SECTION III
Cost Proposal
Price: Comparison with Lowest Bid**

Total Points Available: 30 Score: 4.35

Lowest submitted Cost Proposal	÷	Cost Proposal being scored	x	Score Weight	=	Score
2,770,935	÷	19,090,347	x	30 points	=	4.35

Evaluation Team Comments:

N/A.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: IBM
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	<u>Pass:</u>	<u>Fail:</u>
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.		X
	<u>Points Awarded:</u>	
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	--	
Section II. Proposed Services (Max: 40 Points)	--	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: IBM
DATE: 8/5/2020

Scoring Stage One: Eligibility to Submit Bids (Pass/Fail)

Stage One: Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration. Those proposals meeting these initial eligibility requirements will then be reviewed for ITSM project implementation eligibility requirements (**Appendix C**). All proposals that are deemed to meet the ITSM project implementation eligibility requirements will move on to Stage Two of the evaluation. and scoring process.

All Bidders must have implemented, or participated in the implementation of, the proposed ITSM solution in the last five (5) years. Bidders must complete and submit the “Eligibility to Submit Bids” section provided in **Appendix C** of this RFP. Failure to provide this evidence will result in the disqualification of the proposal.

From **Appendix C**: “Using the template below, provide an ITSM implementation project, and bidder’s role in that project, that occurred within the past five years. The Department will contact the client identified below to verify implementation of the ITSM project. Any project determined not to have been implemented will result in disqualification of that proposal from award consideration.

IBM was determined ineligible for award consideration, receiving a Fail score for the following reason(s):

No contact information.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: SysAid
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	<u>Pass:</u>	<u>Fail:</u>
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.		X
	<u>Points Awarded:</u>	
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	--	
Section II. Proposed Services (Max: 40 Points)	--	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: SysAid
DATE: 8/5/2020

Scoring Stage One: Eligibility to Submit Bids (Pass/Fail)

Stage One: Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration. Those proposals meeting these initial eligibility requirements will then be reviewed for ITSM project implementation eligibility requirements (**Appendix C**). All proposals that are deemed to meet the ITSM project implementation eligibility requirements will move on to Stage Two of the evaluation. and scoring process.

All Bidders must have implemented, or participated in the implementation of, the proposed ITSM solution in the last five (5) years. Bidders must complete and submit the “Eligibility to Submit Bids” section provided in **Appendix C** of this RFP. Failure to provide this evidence will result in the disqualification of the proposal.

From **Appendix C**: “Using the template below, provide an ITSM implementation project, and bidder’s role in that project, that occurred within the past five years. The Department will contact the client identified below to verify implementation of the ITSM project. Any project determined not to have been implemented will result in disqualification of that proposal from award consideration.

SysAid was determined ineligible for award consideration, receiving a Fail score for the following reason(s):

No contact information.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
BIDDER: Wipro
DATE: 8/5/2020

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Office of Information Technology
NAME OF RFP COORDINATOR: Brigid Palmer
NAMES OF EVALUATORS: Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joseph Zrioka

SUMMARY PAGE

Pass/Fail Criteria		
	Pass:	Fail:
◆ Proposals must include the requested files stated in all of PART IV, B. Any proposal not including all the required forms/documentation listed in PART IV, B., will be ineligible for award consideration.	X	
<u>Points Awarded:</u>		
Numerical Score:		
Section I. Organization Qualifications and Experience (Max: 30 Points)	26	
Section II. Proposed Services (Max: 40 Points)	11	
Section III: Cost Proposal (Max: 30 Points)	--	
TOTAL POINTS (Max: 100 Points)		
	--	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: Wipro

DATE: 8/5/2020

Wipro advanced to Section II Proposed Services and received a score of 11. A minimum score of 24 was required to be considered for Section II Cost Proposal.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT VENDOR MANAGEMENT SOLUTION
BIDDER: Wipro
DATE: 4/2/2020, 4/6/2020, 4/8/2020
EVALUATION TEAM:
 Brigid Palmer (facilitator)
 Tina-Marie Murray
 Jayadev Nutakki
 Diana Olore
 Joe Zrioka

**EVALUATION OF SECTION I
Organization Qualifications and Experience**

Total Points Available: 30 Score: 26.00

Evaluation Team Comments:

Part IV.B. Section I
1. Overview of the Organization (met the minimum for this section)
<ul style="list-style-type: none"> • ServiceNow Implementer • 400+ ServiceNow Implementations • 90% retention rate on clients • Public sector experience • 1000+ public sector employees • 650 ITSM employees • 360 degree Premier Partnership with major solutions • Committed to ITIL Best Practices
2. Client References (met the minimum for this section)
<ul style="list-style-type: none"> • Experience replacing Remedy product • Experience replacing Cherwell product
3. Organizational Chart (met the minimum for this section)
<ul style="list-style-type: none"> • Received org chart and staffing plan
4. Litigation (met the minimum for this section)
<ul style="list-style-type: none"> • Bidder deems no related litigation.
5. Financial Viability (met the minimum for this section)
<ul style="list-style-type: none"> • The Dun and Bradstreet report submitted
6. Licensure/Certification (met the minimum for this section)
<ul style="list-style-type: none"> • Certifications noted in Overview of the Organization
7. Certificate of Insurance (met the minimum for this section)
<ul style="list-style-type: none"> • received

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: WiPro

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Score: 11

Evaluation Team Comments:

- Reseller of ServiceNow.
- Missing Asset Management, part of the minimally included components.
- Missing major parts of RFP requirements.
- Bidder's proposal did not include response to Sections A and C.

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: WiPro

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

- b. Work Plan (Timeline)
- c. Communication Plan
- d. Data Migration Plan
- e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

- Bidder's response did not assign responsibility to the vendor, however they will be assisting SOM sources to design and configure ServiceNow.
- Expects SOM to: Write and refine Stories required to support the agreed upon process flow, data and form requirements in the Agile Development application.
- CTI Softphone plugin enables softphone functions and call center capabilities, provides integration between the ServiceNow platform and the Twilio Voice service using the Notify application (Twilio is a third-party application that must be purchased separately).
- ServiceNow organizes its releases into families. A family is a set of releases that are named after a major city, such as New York. Each release family contains features, patches, and hotfixes
- 28 day backup
- ServiceNow does not agree to the incorporation of all or any part of the RFP this response or any terms and conditions contained in the RFP into any binding agreement between ServiceNow and the customer.
- ServiceNow does not agree to customer/prospect security handbooks
- Though Bidder provided some plan of action for SOW items, it appears that they will 'assist' to configure the ServiceNow, it appears that bidder is expecting SOM to do most of the heavy lifting!

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: WiPro

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

- b. Interface Procedures
- c. Interface Test Strategy
- d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

- OOTB configuration
- Most modules only include 1 workflow
- The customer is responsible for having a general understanding of how a ServiceNow PPM functions

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

- “train the trainer” approach, training sessions 2 per module
- trainings are delivered using a combination of classroom trainings, PowerPoint, documents and FAQs.

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

- No sample plans
- Remote hosting and DR not addressed at all

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

BIDDER: WiPro

DATES: 5/7/2020, 5/13/2020, 6/12/2020

EVALUATION TEAM: Brigid Palmer (facilitator), Tina-Marie Murray, Jayadev Nutakki, Diana Olore, Joe Zrioka

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- **Project Management was short on detail.**

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Acorio
DATE: 5/4/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

ServiceNow Implementation
Response did not align with rfp as written, often difficult to find information easily

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- o **Change Management***
- o **Incident Management***
- o **Problem Management***
- o **Service Request Management***
- o **Asset Management***
- o **Service Catalog Management***
- o Discovery and Mapping
- o Financial Management
- o **Knowledge Management**
- o Project/Portfolio Management
- o Release Management
- o Configuration Management
- o Service Level Management

ITIL-based best practice OOB approach

Deliverables:

1. Strategic Product Roadmap with high-level timeline
8 week advisory phase in which current state is understood and target state is defined across process, technology, and organization.
2. Itemized Component List **Initial modules:**
 - CMDB
 - Discovery
 - Asset Management
 - Incident Management
 - Problem Management
 - Change Management
 - Knowledge Management
 - Portal (self-service)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Acorio
DATE: 5/4/2020

Request/Catalog mgmt.
Service Mapping ph2
ITBM ph2
ITSM Expansion (Release mgmt., SL mgmt., other) ph2
Integrations

3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap Gave examples of maps used to align process, current state, operation gaps, and organizational structure.
 - b. Work Plan (Timeline) Overall timeline included, Advisory-first approach, phased implementation
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder) (Project Leadership Team – more below)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses see above
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Functional Requirements:

ServiceNow is a highly capable software, and can achieve all that is asked for.

Out of the box integration with MS Teams

Data transformation utility

Modules are natively integrated

Application level audit logs – stored in SOM instance, not monitored by vendor unless at SOM request

Infrastructure monitoring – Security information event and mgmt, intrusion detection system, automatically sends alerts, retains logs for 90 days, daily checklist

Computer telephony integration – Twillo, must be purchased separately if needed

FR44 – public facing component to Knowledge mgmt. module – don't think so

CMDB uses single data model – single system of record

Technical Requirements:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Acorio
DATE: 5/4/2020

1 month backups not met, 28 day cycle, no third party
TR12 - ServiceNow does not agree to the incorporation of all or any part of the RFP this response or any terms and conditions contained in the RFP into any binding agreement between ServiceNow and the customer
TR13- ServiceNow does not agree to customer/prospect security handbooks

Phase 2 – Implementation

Deliverables:

1. Implementation Plan **AAIM – Accelerated Implementation Methodology**, an agile-waterfall hybrid approach that addresses the governance, process, technology, proj. mgmt., and org change mgmt. aspects needed for OIT adoption and success. Aligns to industry, ITIL and ServiceNow best practices.
Unique is that the methodology is flexible – can be tailored to customer:
Best Practice Process Focus
Rapid Development & Feedback Cycles
AAIM Dashboard (provides transparency and traceability for the work being completed)
Project leadership Team –
Governance Focus – will help provide best practice around governance of future expansion
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans – **no plan given, but test activities included in RACI**
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Acorio
DATE: 5/4/2020

approach is typically role-based
several sessions suggested, using live meetings and reference guides

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA) **included**
2. Operational Change Management Plan

Organizational Change Management – Comprehensive section added, mature process to handle OCM

3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

Encompasses 2 critical areas:

Management of the ServiceNow environment itself – SaaS, meets Remote hosting policy requirements

Standard SW and licensing agreements

Service levels

SN has comprehensive Disaster recovery plan

Day-to-day operations

Acorio Management services (AMS)

- a. Application administration
- b. Reporting
- c. Support and maintenance
- d. Operational Change Management Plan for updates.
- e. Upgrades, using current OIT outlined change management processes
- f. IT Professional services as needed

2 upgrades per year

Annual platform assessment

Managed services contract to be conterminous with the initial contract, and extendable in the same increments.

C. PROFESSIONAL SERVICES

1. On-Site Requirements Acorio delivers its service with a mix of onsite and remote presence as is typical for cloud solutions. We typically spend significant time on site during requirements gathering, testing and do configuration remotely. We will not use any non-US based resources on this project per guidance in the RFP Q&A documentation.

2. Travel

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Acorio
DATE: 5/4/2020

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

..consider Proj mgmt. the critical ingredient to success. Our approach for project management will be to ensure that project governance is established/followed and to ensure prioritization of key items that yield a working solution on day one.

Communication & Proactiveness
Issue & Risk mgmt.
Escalation Path

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

Not specifically called out, but covered by the PM and other roles described.

PM Deliverables are listed. Well thought out and mature.

Roles and responsibilities – clearly presented for both vendor and SOM and including a RACI chart

Assumptions listed are appropriate

Requirements gathering will only Include about 20 catalog times

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Acorio
DATE: 5/28/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management* :**
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management :
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List: **Page 8**
3. Software Requirements

Bidder's proposed solution did not explicitly indicate if "Service Request Management" is part of the proposed solution in the future service management vision, however they have included components which are not in asterisked.

Bidder has provided a high-level timeline for the immediate solution and also for the optional modules. The timeline includes advisory workshops (for implementational planning, process design, organizational Realignment and governance design), Design Workshops, Spring Reviews, testing training etc. Bidder's initial phase timeline spans two and half quarters

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Acorio
DATE: 5/28/2020

Bidder proposed a initial alignment or Advisory Blueprint process of 8 weeks duration, during which time the current state is understood and target state is defined for Incident, Problem, Change, Config (CMDB/Discovery), Request/Catalog, Knowledge, Asset. Advisory Blueprint will produce deliverables, like Platform Guiding Principles, One set of ServiceNow Target Conditions, Gap Analysis document, Org. RACI etc.

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap : page 3, 4
 - b. Work Plan (Timeline): page 3, 4 and 14 (planning workshop)
 - c. Communication Plan : p=Page 12
 - d. Data Migration Plan: No mention
 - e. Resource Requirements (both State, and Bidder) : page:17-20,
2. Kick Off Meeting –
3. Initial Architectural Diagram of System Components:
4. As-is and Future-state Process Maps and Gap Analyses:
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Bidder has provided a high-level timeline for the immediate solution and also for the optional modules. The timeline includes advisory workshops (for implementational planning, process design, organizational Realignment and governance design), Design Workshops, Sprint Reviews, testing training etc. Bidder's initial phase timeline spans two and half quarters

Bidder proposed a initial alignment or Advisory Blueprint process of 8 weeks duration, during which time the current state is understood and target state is defined for Incident, Problem, Change, Config (CMDB/Discovery), Request/Catalog, Knowledge, Asset. Advisory Blueprint will produce deliverables, like Platform Guiding Principles, One set of ServiceNow Target Conditions, Gap Analysis document, Org. RACI etc.

Bidder has provided details of the resource involved in the project from their side as well has indicated the type of resources needed on SOM Side.

Bidder attempted to answer all Functional and Technical Requirements in Appendix E and F respectively. Reponses are clear and satisfactory, except TR-12 and 13 which they have responded negative.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Acorio
DATE: 5/28/2020

Phase 2 – Implementation

Deliverables:

1. Implementation Plan : Accelerated Implementation Methodology (AAIM) will align to Industry, ITIL and ServiceNow best practices, which is hybrid, Agile-Waterfall methodology.
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
Bidder did not provide a detail plan for the interfaces.
3. Functioning test and production environments
Bidder did not provide any specifics about different environments
4. All required interfaces have been reconstructed and implemented
No explicit plan is provided to reconstruct the implement the current interfaces
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.

Bidder proposed to have a testing Coordinator/Leads as a part of their resources, however, explicit testing strategy and planning is not provided

Bidder did not mention if there will be detail user manuals, however, they proposed to provide a quick reference guide per process (1-2 page per process)

10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Bidder did not mention anywhere about providing System Manual.

Bidder indicated that their AAIM Dashboad gives information about ticket in pipeline.

Recommended to have a governance body and set priorities and improve new

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Acorio
DATE: 5/28/2020

functionality during the twice a year upgrade/release from ServiceNow.

Onsite (requirements gathering and testing) and remote presence (configuration) Acorio Orag. Readiness program (AORP) – 9 step process from pre-launch to post launch is explained.

Phase 3 – Training

Deliverables:

1. Training plan: Details on Page 14
2. System admin training
3. Department user training
4. Training materials
5. Online help

Bidder proposed to create PPT training programs that align with SOM needs and their approach which is typically a role-based (service Desk, general fulfillers, CAB, Asset Managers, end users etc) . Training material will server current teams as well as new personnel that are brought into OIT.

Phase 4 – Managed Services

Deliverables: Page 22-24

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

Bidder has provided ServiceNow Subscription Service Agreement which articulated different terms and conditions for managing ServiceNow environment, including Disaster Recovery Plan.

Bidder has proposed to use their Acorio Managed Service (AMS) to manage Day-to-day operations of the new ITSM solution. AMS includes, application administration, reporting, support and maintenance etc.

Bidders managed service deliverables include SLA, Operational Change Management plan, Ops support services, Rmote Hosting Solution, DR plan, Platform Upgrade support etc.

Bidder has a highly skilled, expert Managed Services team with an average tenure of 10 years of technical, process and consulting experience to ensure OIT has the best support for ServiceNow.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Acorio
DATE: 5/28/2020

C. PROFESSIONAL SERVICES

1. On-Site Requirements : Some bidders resources are present during requirements gathering and testing time.

2. Travel

3. Project Management : Details on Page 11 and 12

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

Bidder's approach for project management will ensure that project governance is established/followed and ensure prioritization of key items that yield a working solution on day one.

Bidder has provided descriptions of different managements like communication and proactiveness, issue and Risk Management, Escalation path, Organizational change management

Bidder propose to use their Organizational Change Management program called Acorio Org Readiness Program (AORP) that used key strategies and methods drawn from proven Org Change Management principles to ensure the key stakeholders are ready on Day one for the changes introduced by the project.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Jayadev Nutakki

BIDDER: Acorio

DATE: 5/28/2020

Bidder recommends an initial alignment or 'Blueprint' 8-week advisory phase in which current state is understood and target state is defined across. No clear path/no details.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: ACORIO
DATE: 05/06/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

Roadmap and timeline provided. Sample outputs detailed strategic approach.
Six components + 3 others.

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline **Roadmap and timeline provided. Sample outputs detailed strategic approach. Roadmap – Paris and Quebec release not explained**
2. Itemized Component List **Six components + 3 others**
3. Software Requirements **not clear**

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap **yes**
 - b. Work Plan (Timeline) **yes**
 - c. Communication Plan **yes**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: ACORIO
DATE: 05/06/2020

- d. Data Migration Plan **not clear**
- e. Resource Requirements (both State, and Bidder) **yes**
- 2. Kick Off Meeting **yes**
- 3. Initial Architectural Diagram of System Components **yes - advisory**
- 4. As-is and Future-state Process Maps and Gap Analyses **only gap**
- 5. Interface Analysis and API Documentation **not clear**

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

- 1. Implementation Plan **yes**
- 2. Interface Plan - including, but not limited to: **no**
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
- 3. Functioning test and production environments **yes Sub production**
- 4. All required interfaces have been reconstructed and implemented **no**
- 5. Test Strategy **yes**
- 6. Test Plans **yes**
- 7. Approved OIT Deployment Certification **yes**
- 8. New ITSM solution is fully implemented **yes**
- 9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions. **yes**
- 10. System Manual containing a narrative and/or graphical description of the various technical components of the solution. **no**

Phase 3 – Training

Deliverables:

- 1. Training plan **yes**
- 2. System admin training **yes – role based**
- 3. Department user training **yes**
- 4. Training materials **yes**
- 5. Online help **yes**

Phase 4 – Managed Services

Deliverables:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: ACORIO
DATE: 05/06/2020

1. Service Level Agreement (SLA) **yes**
2. Operational Change Management Plan **yes**
3. Operational support services **yes**
4. Remote Hosting Solution **yes**
5. Disaster Recovery Plan **yes**

C. PROFESSIONAL SERVICES

1. **On-Site Requirements** **up front during requirements**
2. **Travel** **assumed**
3. **Project Management** **yes**
 - a. Project Management
 - b. Project Manager
 - c. Project Manager Selection
 - d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. **Business Process Management** **Advisory & Business Process Approach**
 - a. Business Process Management
 - b. Business Analyst
 - c. Business Analyst Selection
 - d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Acorio
DATE: 04-27-2020

Service Note

EVALUATION OF SECTION II
Scope of Services to be Provided

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline ✓
2. Itemized Component List ✓
3. Software Requirements ✓

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan - ? - integration Plan ?
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting

*legacy data - can be imported
nothing about migration*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Acorio
DATE: 04-27-2020

~~ASIA~~
Servianow

3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan ✓
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

Deliverables:

1. Training plan ✓
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA) ✓
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Acorio
DATE: 04-27-2020

5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

? Nothing must need ✓

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management ✓
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Alemba
DATE: 5/5/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

Alemba Service Manager

ASM is a single integrated tool with a powerful workflow engine that supports ITIL and business processes out of the box centred on a central CMS

Overall, response did not align with RFP as written (except for Appendix E & F). Some areas were not explicitly included in proposal.

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline **included**
2. Itemized Component List **included**
3. Software Requirements **Proprietary software, all modules integrated**

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following) **high level plan included**
 - a. Project Roadmap **3 phases**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Alemba
DATE: 5/5/2020

- b. Work Plan (Timeline) **clear plan included**
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder) **included**
2. Kick Off Meeting **described**
 3. Initial Architectural Diagram of System Components
 4. As-is and Future-state Process Maps and Gap Analyses
 5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Functional requirements

ASM is not licensed on a modular basis and thus within the Alemba RapidStart build you will immediately be able to leverage functions from Incident Management, Service Request Management, Configuration Management, Problem Management and much more without the need to purchase modules in the future.

All data across the different modules included in the ASM application can be easily linked or cloned and utilized across to the other modules

The system uses SLA's to measure against hierarchical escalations and alerts in order to notify assigned agents, managers, team leads etc. These can be created up to a maximum of 4 alert points during the lifecycle of an SLA

FR17 – can document, but can it identify root cause analysis?

All changes to the administration settings and records logged in ASM are recorded in Audit trail – ticket information is logged in the ticket history

Drillable live trend analysis reports

...believe that the ASM workflow is the most powerful workflow tool available in today's market. zero-code approach and modelling tool

Integrated chat feature

an ITIL-aligned web based application that can support the processes required today while providing a platform for future process development

great knowledge base/self service integration

self service is license free

"Best in Class" award for Proactive Problem Management by the Independent ITSM Review panel

Asset discovery needs third party asset

Technical requirements

RESTful API. JSON

TR10 – 7 day rolling backup (30 day available for additional cost)

ASM supports all listed integrations, though many are for additional cost

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Alemba
DATE: 5/5/2020

Phase 2 – Implementation The Alemba Way

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy None noted
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
Self-documenting through system
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.
Self-documenting through system

Phase 3 – Training – Done through a series of workshops and self-study

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services Not a lot of this information included

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Alemba
DATE: 5/5/2020

C. PROFESSIONAL SERVICES

1. On-Site Requirements supports

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

'The Alemba Way' blends the flexibility and adaptability of Agile with the accountability of waterfall. This hybrid approach takes advantage of the strengths of the two methodologies.

Dedicated Project Portal

Use tool to manage project

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Alemba
DATE: 5/5/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

- 1. Strategic Product Roadmap with high-level timeline: page 146-148: Bidder has provided rough estimate for implementing all bolded 6 area mentioned in the RFP and dashboards.**
- 2. Itemized Component List:**
- 3. Software Requirements: Bidder have not clearly indicated what are their Software requirements. They are open to implement their system on prem or with in their Alemab Cloud (page 140)**

Bidder's strategy to implement ITSM solution at SOM by using decades of experience to deliver rapid benefits against your business requirements, whilst minimizing disruption and maximizing the efficiency of your internal resources. The Alemba project management approach, or as we call it 'The Alemba Way' blends the flexibility and adaptability of Agile with the accountability of waterfall. The Alemba way composed of four elements, all governed by an overarching 'Direct' element providing project governance. Our

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Alemba
DATE: 5/5/2020

method uses a blend of structured 'Definition' and 'Deploy' stages, aligned to a waterfall approach, and a 'Design' and 'Develop' stage that uses an agile, iterative, collaborative approach to solution build.

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap :
 - b. Work Plan (Timeline)
Bidder provided project roadmap and time lines for all 13, including highlighted 6 and the other modules in the span of 35 weeks. Page 153
 - c. Communication Plan
 - d. Data Migration Plan: Page 140 :Though bidder has not provide a plan for data migration they have indicated that they will work with stake holders and SOM project team to gather requirements leading to process sprints.
 - e. Resource Requirements (both State, and Bidder): Bidder has provided the resources requirements. Page 135
2. Kick Off Meeting : Bidder will commencement the project with meetings with SOM to develop and agree the direction. In this phase bidder will be taking waterfall project approach, ensuring transparency, predictability and alignment with budgets and timelines. Bidder has provided a details of how the meeting project kick off meeting would run by providing topics, like roles, objectives deliverables assumptions etc, they would cover
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses: page 147:Bidder has provide a high lever plan, how they would be covering existing and future state.
5. Interface Analysis and API Documentation
Bidder has answered as a past of FR-37

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Bidder attempted to answer all Functional and Technical Requirements in Appendix E and F respectively. Reponses are clear and satisfactory.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Alemba
DATE: 5/5/2020

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Bidder has a 3 phase of implementation plan for the project. Page 136

Bidder will have commencement meetings, capturing environmental requirement and high level business requirements to inform and develop the project direction

Bidder proposed to use iterative sprints design and develop system configurations in line with business requirements.

Bidder has provided details of their implementation methodology in the Methodology elements table on Page 134. Bidder also provided details of the workshop for each functional management area asked in the RFP.

Bidder will use Agile sprints to rapidly develop each service management process. With early prototyping and engaged customer feedback processes are developed with a tight fit to business need.

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Alemba
DATE: 5/5/2020

5. Online help

Bidder has many training videos to watch, details of which are provided on page 144 Bidder will provide a set of training deliverables in Phase-3 for each management area, which include hands on as well has video recordings.

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

Bidders ASM has an inbuilt Service Level Management function that supports Service Level Agreements (SLA), Operational Level Agreements (OLA) and Underpinning Contracts (UC) for their product, does not provide any SLA for the managed Services of managing product post deployment,

Bidder has not provided any Disaster Recovery plan for the SOM Implementation.

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

Bidder has provided any travel plans, however, they have indicated there will be onsite staff for some activities.

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- Bidder has proposed to use a hybrid (agile and Waterfall) methodology or they call it "The Alemba Way" which blends the flexibility and Adaptability of Agile with the accountability of waterfall. Take advantage of the Agile iterative sprint

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Alemba
DATE: 5/5/2020

approach- delivering smaller ITSM process release cycle with ongoing customer engagement and Add to this the benefits of waterfall planning and documentation, which ensure that accountability, governance and cost control are transparent.

Alemba Way, is composed of four elements, all governed by an overarching 'Direct' element providing project governance. Their method uses a blend of structured 'Definition' and 'Deploy' stages, aligned to a waterfall approach, and a 'Design' and 'Develop' stage that uses an agile, iterative, collaborative approach to solution build. More details are provided on Page 135.

- Client (SOM) will be granted access to their own dedicated Alemba Service Manager Project Portal to track project progress in real time. Workflows, approval activities, change request and collaterals (SOW, plans,documentation) are all avibale in the portal.
- Bibber has provide the tools and resources including roles in details.
- More details page 153-154

•
4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

Bidder has not provided explicit plan to address the BA, BA selection, however one can conclude that whole response is to reengineer the current SOM ITSM product.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: ALEMBA
DATE: 05/07/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline **yes in professional services section**
2. Itemized Component List **yes**
3. Software Requirements **yes**

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap **yes**
 - b. Work Plan (Timeline) **yes**
 - c. Communication Plan **discussed in workshop by participants; not clear who creates**
 - d. Data Migration Plan **created as part of design**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: ALEMBA
DATE: 05/07/2020

- e. Resource Requirements (both State, and Bidder) **Customer resource requirements in Appendix K; Project Initiation document**
- 2. Kick Off Meeting **yes**
- 3. Initial Architectural Diagram of System Components **not an overall but parts broken out**
- 4. As-is and Future-state Process Maps and Gap Analyses **process map yes**
- 5. Interface Analysis and API Documentation **yes**

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

- 1. Implementation Plan **yes**
- 2. Interface Plan - including, but not limited to: **somewhat**
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
- 3. Functioning test and production environments **yes**
- 4. All required interfaces have been reconstructed and implemented **yes-API tool**
- 5. Test Strategy **yes**
- 6. Test Plans **yes - template**
- 7. Approved OIT Deployment Certification **no**
- 8. New ITSM solution is fully implemented **yes**
- 9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions. **yes**
- 10. System Manual containing a narrative and/or graphical description of the various technical components of the solution. **Yes-documentation**

Phase 3 – Training

Deliverables:

- 1. Training plan **yes**
- 2. System admin training **yes - champions**
- 3. Department user training **yes**
- 4. Training materials **yes**
- 5. Online help **yes**

Phase 4 – Managed Services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: ALEMBA
DATE: 05/07/2020

Deliverables:

1. Service Level Agreement (SLA) **yes - matrix**
2. Operational Change Management Plan **maybe – operational toolsets**
3. Operational support services **maybe – operational toolsets**
4. Remote Hosting Solution **yes**
5. Disaster Recovery Plan **no – backups only**

C. PROFESSIONAL SERVICES

1. **On-Site Requirements** **some**
2. **Travel** **not discussed**
3. **Project Management** **yes – Alemba way**
 - a. Project Management
 - b. Project Manager
 - c. Project Manager Selection
 - d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. **Business Process Management** **no**
 - a. Business Process Management
 - b. Business Analyst
 - c. Business Analyst Selection
 - d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Alemba
DATE: 4-27-2020

Asm

EVALUATION OF SECTION II
Scope of Services to be Provided

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

*Connects to
3rd party
for Asset
Discovery*

*Don't have
to buy separate
modules*

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Alemba
DATE: 4-27-2020

*Telephone
Integration Hook
sounds
easy*

*Pg. 53 -
DAFS Logo
needed!*

3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Alemba
DATE: 4-27-2020

5. Disaster Recovery Plan

*I really like
the graphical
interface*

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology



As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology



As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Axios
DATE: 5/11/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A+ssyst IT Service Management Solution

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- **Knowledge Management - basic**
- Project/Portfolio Management
- Release Management
- **Configuration Management - basic**
- **Service Level Management - basic**

Deliverables:

1. Strategic Product Roadmap with high-level timeline **included**
2. Itemized Component List **included**
3. Software Requirements **included**

Axios Systems' assyst software is a generally available, Commercial Off the Shelf (COTS) IT Service Management, IT Operations Management and IT Business Management Solution verified by Pink Elephant for all 16 ITIL v3 2011 processes (the latest verification possible)

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER: Axios
DATE: 5/11/2020

- c. Communication Plan
- d. Data Migration Plan
- e. Resource Requirements (both State, and Bidder)
- 2. Kick Off Meeting
- 3. Initial Architectural Diagram of System Components
- 4. As-is and Future-state Process Maps and Gap Analyses
- 5. Interface Analysis and API Documentation

Expectation is that documentation exists

Up to 8 BMC Footprints workflows will be analyzed and documented within this scope.

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Functional Requirements

All IT Service Management modules and functionality are fully integrated in assyst and provided as one seamlessly integrated solution
assyst provides several methods for integration with vendor procurement processes and financial systems.

Depth and breadth of these integrations will be determined during requirements gathering and are not included in the provided quotation and statement of work.
Hardware and Software can be auto discovered by assyst using both agent- based and agentless methods

Technical Requirements

assyst is the most integrate-able IT management solution on the market, with ease-ofintegration designed-in to the product architecture. Developed as a single app—not a patchwork of acquired modules—assyst’s single data model and unique open architecture make integration easy. Based on a configurable connector architecture, The State of Maine will get quick, simple, flexible integrations. The state will be able to create connections in minutes, with no coding

Phase 2 – Implementation

Deliverables:

- 1. Implementation Plan
- 2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
- 3. Functioning test and production environments
- 4. All required interfaces have been reconstructed and implemented
- 5. Test Strategy

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: IT Service Management (ITSM) Solution
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BIDDER: Axios
DATE: 5/11/2020

6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Team Axios will provide Production and Test environments. An additional Training environment can be provided at additional charge
During the Service Request build activities Team Axios has assumed up to 6 distinct automation workflows for activities such as manager approvals, application owner approvals, specific provisioning activities etc and up to 30 request forms
Team Axios will provide each deliverable based on our extensive experience and industry standards
Fixed price proposal is based on no more than three (3) external systems producing structured data to be consumed on a scheduled interval basis
Robust Security plan

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

The OIT staff who are designated as assyst administrators will work closely with Team Axios through the course of the project using a combination of formal training courses and hands on knowledge transfer. This training will be on-site, and classroom based. for up to 4 Maine OIT technical staff

No training is recommended for end users as the Service Portal is very intuitive. End users will receive communication about the changes that are coming and how they will be asked to interact with support, but no formal training is anticipated

OIT will receive training on setting up standard reports utilizing assyst's reporting wizard. Custom reports are considered to be outside of scope for training purposes.

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Axios
DATE: 5/11/2020

4. Remote Hosting Solution
5. Disaster Recovery Plan

Axios have partnered with award winning Microsoft Azure Cloud Services to deliver a robust, secure and highly available service to our customers

Axios Systems aims to provide one Major release per year with interim service packs as required.

Upgrade costs are included as part of the standard Maintenance and Support Contract. assist has been designed to offer our customers a seamless self-upgrade capability and ease of ongoing administration, requiring no additional consultancy from Axios, although support is always available

Customer configuration data is abstracted from the database schema and operational data to allow an automated upgrade process without manual re-implementation of any configurations

Axios Systems will not force our customers to upgrade to a new version of assist... you will not have to conduct a mid-version upgrade... in order to upgrade to the latest version

AxiosCloud offers an impressive uptime of 99.99% availability per month (Excl. Excused Outages)

Security –

Every customer gets dedicated servers, subnet, database, URLs, single tenancy, internal firewalling

Uses managed services datacenter provider

Only authorised Axios employees will have direct login access to the operating system of the customer's application server.

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Diana Olore

BIDDER: Axios

DATE: 5/11/2020

d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

The Project Manager, Business Analyst, and Technical Lead will be dedicated resources for this project.

PMP

BA with ITSM experience

Technical Lead

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Axios
DATE: 5/5/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

Bidders proposed solution and associated services include the combined involvement of expert business process capabilities in line with global best practices and the OOTB tooling for rapid deployment. The tailored product, which meets SOM need would be same product, data model and software code that is working in many 100's of largest and leading organizations in the world.

Bidder will leverage ITIL® v3/ and ITIL4, LEAN, SIAM, Devops and other applicable sources for ITSM guidance.

Bidder feels there is no successful one-size-fits-all strategy for ITSM. Team Axios will define the ITSM Solution based what OIT needs and how to best achieve those requirements.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Axios
DATE: 5/5/2020

Bidder's strategy to implement ITMS at SOM is based on 7 Guiding Principles (Focus on **value.**, Start where you are., Progress iteratively with feedback, Collaborate and promote visibility, Think and work holistically, Keep it simple and practical, Optimize and automate) of ITIL 4, details are provided on page 5-6

Bidder propose to analyze and implement ITSM process improvements and the appropriate automation and enforcement relative to the way OIT manages and provides IT services to its constituents.

Bidder propose to implement all 6 process and few extra foundational processes like SLM/conf. Management/KM in order for the six process to work more efficiently, with the intension to implement more details process later.

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan:
Bidder will take the core data identified during Phase 1 and gathered by OIT and load this data into DB. This may include a mix of data which is to be migrated from BMC Footprints as well as data that may come from secondary sources
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components: Bidder has provided They Cloud Architechure as a part of Managed Service.
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Bidder provided a 9 month implementation project roadmap to implement all initial six process along with Service Level Management.

Bidder has provided ITSM Tool solution organization Structure depicting bidders

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
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EVALUATOR: Jayadev Nutakki
BIDDER: Axios
DATE: 5/5/2020

resources as well as SOM resources.

Bidder has provided Itemized products features list which are included with the proposed pricing.

Bidder mentioned that their application is HTML5 based application, however has not provided the language details nor the server details.

Bidder is expecting OIT to furnish Team Axios with all of the documentation that supports each process.

Phase 2 – Implementation

Bidder has described, at a high level, an implementation plan for all six **asterisked components and few other things relevant to the systems like data migration etc.**

Deliverables:

1. Implementation Plan : Bidder plans to adjust the initial implementation plan based on the requirements identified in Phase. Will develop a highly detailed Work Breakdown Structure that reflects the timeline, activities and responsible parties . 1.
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
Bidder propose to work with OIT and develop a detailed interface plan. This will include any documentation which will be included in System manual. The Assyst open API allows OIT to do integration work in-house. They will provide connectors, collectors, adapters, bridges, and a fully published API so that our customers can create their own interfaces and have greater flexibility in delivering their services
3. Functioning test and production environments
Bidder propose to provide SaaS production and test env.
Any other environment incurs extra cost. Initial training will be done on production environment and post production training will be done on test env.
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
Bidder has proposed to create a comp. set of test documents, including test strategy documents
7. Approved OIT Deployment Certification: Will create comprehensive DC test plan
8. New ITSM solution is fully implemented

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Jayadev Nutakki

BIDDER: Axios

DATE: 5/5/2020

9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.

Bidder will prepare User documentation that will supplement the formal training. Bidder will work with OIT to agree on the preferred approach and create the material in the agreed format.

10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Bidder will create a System Manual that includes:

- An overview of the architecture
- Detailed information on the technical components of the system that are specific to OIT

Phase 3 – Training

Bidder has provided a detail of the training to be provided including all the deliverables mentioned below.

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services

Bidder has provided a details of Managed Services, including SLA.

Bidder will be hosting their system at Azur Clouds

Bidder's Systems will not force customers to upgrade to a new version, and they will provide continuous support for previous versions of system.

In addition, if we decide to upgrade to the latest version, and we are several versions behind (for example, if the latest version number is 10 but we are at 8), we need not have to conduct a mid-version upgrade (moving from version 8 to 9 and then to 10 sequentially) in order to upgrade to the latest version

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Axios
DATE: 5/5/2020

C. PROFESSIONAL SERVICES

Bidder confirms that the personnel dedicated to this project will be sufficient in number, experience, and qualifications so that the services and systems, as detailed in the Project Management Plan and Statement of Work, will be performed in accordance with the performance standards and warranties set forth in the applicable and forthcoming contract(s)

1. On-Site Requirements

2. Travel

3. Project Management **Page 13, provided details of the project management.**

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management **page 14 provided details of the Reengineering process and other details.**

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

Bidder will provide OIT with a series of documents that will define the strategy for reengineering the business processes a sample engagement schedule diagram is provided. The outcome of the reengineering process will produce "work products" and deliverables. Bidder will use the work products as workbenches upon which deliverables are build.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Jayadev Nutakki

BIDDER: Axios

DATE: 5/5/2020

As a part of the Business Process Re-engineering, bidder has enumerated list of deliverables to be provided to SOM with brief description and tools used. Some such deliverables include project plan, Kick off Meeting, Initial Architechural Diagrams Interface Ansylsis and API, Current State and future state, Gap Analysis etc.

Bidder has provided implementation roadmap spanning 9 months, starting from kick off meeting to post live project support,

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: AXIOS
DATE: 05/11/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline **yes – implementation/training simultaneous**
2. Itemized Component List **yes – explained why service level mgt, cmdb, and KM must be included in initial roll-out**
3. Software Requirements **yes – extensive integration with other tools**

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery **separation of interview groups**

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap **yes**
 - b. Work Plan (Timeline) **yes**
 - c. Communication Plan **yes**
 - d. Data Migration Plan **yes**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: AXIOS
DATE: 05/11/2020

- e. Resource Requirements (both State, and Bidder) **yes but no detail**
- 2. Kick Off Meeting **yes**
- 3. Initial Architectural Diagram of System Components **yes (pg 10) tailored to SOM request**
- 4. As-is and Future-state Process Maps and Gap Analyses **yes**
- 5. Interface Analysis and API Documentation **yes very mature**

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

- 1. Implementation Plan **yes**
- 2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level **yes**
 - b. Interface Procedures **yes**
 - c. Interface Test Strategy **yes**
 - d. Interface Test Plan & Test Scripts **yes**
- 3. Functioning test and production environments **yes**
- 4. All required interfaces have been reconstructed and implemented **yes**
- 5. Test Strategy **yes**
- 6. Test Plans **yes**
- 7. Approved OIT Deployment Certification **yes**
- 8. New ITSM solution is fully implemented **yes**
- 9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions. **yes**
- 10. System Manual containing a narrative and/or graphical description of the various technical components of the solution. **yes**

Phase 3 – Training

Deliverables:

- 1. Training plan **yes**
- 2. System admin training **yes**
- 3. Department user training **yes**
- 4. Training materials **yes**
- 5. Online help **yes**

Phase 4 – Managed Services

Deliverables:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: AXIOS
DATE: 05/11/2020

1. Service Level Agreement (SLA) **yes**
2. Operational Change Management Plan **yes**
3. Operational support services **yes limited**
4. Remote Hosting Solution **yes**
5. Disaster Recovery Plan **yes very mature**

C. PROFESSIONAL SERVICES

1. **On-Site Requirements** **yes**
2. **Travel** **yes assumed**
3. **Project Management**
 - a. Project Management **yes**
 - b. Project Manager **yes**
 - c. Project Manager Selection **yes**
 - d. Project Management Methodology **yes**

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. **Business Process Management**
 - a. Business Process Management **yes**
 - b. Business Analyst **yes**
 - c. Business Analyst Selection **yes based on qualifications**
 - d. Business Process Reengineering Methodology **yes**

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Axios
DATE: 4/29/2020

Assyot

EVALUATION OF SECTION II
Scope of Services to be Provided

Total Points Available: 40

*Comments
to Work day*

Individual Evaluation Comments:

*Hosted in
MS Database*

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline ✓
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Axios
DATE: 4/29/2020

3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Axios
DATE: 4/29/2020

5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES
ORGANIZATION, QUALIFICATIONS AND EXPERIENCE**

RFP #: 201908139

RFP TITLE: Maine IT Service Management

BIDDER NAME: Cherwell

DATE: 4/2/2020

EVALUATOR: Diana Olore

DEPARTMENT: OIT

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Part IV.B. Section I
1. Overview of the Organization
Included Executive Summary as to your company's history, experience and services as they relate to the services proposed in this RFP.
Included qualifications, such as any applicable licensure and/or certifications, size, length of time in business, in-house capabilities, location of principal offices.
Did not provide number of full and part time employees or total number of employees compared to the total number of clients you represent.
2. Client References
None provided
3. Organizational Chart
Does not show how we fit in
4. Litigation
5. Financial Viability
6. Licensure/Certification
7. Certificate of Insurance

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES
ORGANIZATION, QUALIFICATIONS AND EXPERIENCE**

RFP #: 201908139
 RFP TITLE: Maine IT Service Management
 BIDDER NAME: Cherwell
 DATE: 4/2/2020
 EVALUATOR: Jayadev Nutakki

DEPARTMENT : DAFS/OIT

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Part IV.B. Section I
1. Overview of the Organization: Cherwell Software has been in business since 2004. Did not mentioned about size, history. Inhouse developed product. First customer in 2007. Over 1900 customers and continues to grow, Cherwell Service Management is their ITSM solution, it is a codeless platform. Gartner MQ for ITSM 2018 and 2019: placed it at Challenger quadrant. Did not provide where it is located number of fulltime and part-time employees.
2. Client References: Bidder has not provided any references. As a policy, they do not share reference until "Cherwell a technical fit for your organization and has been selected to move forward in the RFP process"
3. Organizational Chart: A formal Organization char as requested in provide, however, bidder has provided a link to their company website point to their leadership.
4. Litigation: The language provided by the bidder indicated/infers there are some litigations!
5. Financial Viability: Bidder responded by saying "We do not provide a D&B report, however, our Dun & Bradstreet # is 826378197."
6. Licensure/Certification: Pink Elephant verified of 11 ITIL process and most of the datacenter comply with SSAE16 SOC2.
7. Certificate of Insurance: Bidder has provided the certificate of Insurance

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES
ORGANIZATION, QUALIFICATIONS AND EXPERIENCE**

RFP #: 201908139

RFP TITLE: Maine IT Service Management

BIDDER NAME: **CHERWELL**

DATE: **3/28/2020**

EVALUATOR: **Joe Zrioka**

DEPARTMENT: **DAFS/OIT**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Part IV.B. Section I
1. Overview of the Organization
Software Development Company
2. Client References
None provided.
3. Organizational Chart
None provided.
4. Litigation
Not fully answered.
5. Financial Viability
D&B report not provided.
6. Licensure/Certification
Pink Verify for 11 ITIL processes and ISO 27001. Datacenters comply with SSAE16 SOC2 and or SAS 70 Type II requirements for physical security. Staff required to maintain relevant skills or certifications.
7. Certificate of Insurance
Provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES
ORGANIZATION, QUALIFICATIONS AND EXPERIENCE**

RFP #: 201908139

RFP TITLE: Maine IT Service Management

BIDDER NAME: *CHERWELL*

DATE:

EVALUATOR: *Tim Marie Murray* DEPARTMENT:

Instructions: The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Evaluator Comments:

Part IV.B. Section I
1. Overview of the Organization <i>✓</i>
2. Client References <i>No References given</i>
3. Organizational Chart
4. Litigation
5. Financial Viability <i>No D: B report Given</i>
6. Licensure/Certification
7. Certificate of Insurance

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Integral
DATE: 5/13/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

Ivanti Service Manager, powered by HEAT

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- o **Change Management***
- o **Incident Management***
- o **Problem Management***
- o **Service Request Management***
- o **Asset Management***
- o **Service Catalog Management***
- o Discovery and Mapping ph2
- o Financial Management ph3
- o Knowledge Management
- o Project/Portfolio Management
- o Release Management
- o Configuration Management
- o Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline **included**
2. Itemized Component List **listed**
3. Software Requirements **listed**

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder) **minimal**
2. Kick Off Meeting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Integral
DATE: 5/13/2020

3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

Indicated that all would be delivered, though there were no examples or samples given.

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Ivanti Service Manager is a self-contained solution which includes 13 ITIL-based processes available out of the box (OOTB).

Warranties and license entitlements are managed through the contracts module. –not sure if this is included

Auto-discovery is an add-on

Ivanti Service Manager's SaaS offering provides 3 upgrades per year. Each upgrade will be completed by the cloud operations team without any interruption to existing configurations, data, or access.

If a user closes out of the browser window, then tries to bring up a new application window, the user will be brought back to the home page in the previous session, as long as the session has not timed out (default time out is 30 minutes which is configurable). Integral and Ivanti recommend that users are trained to sign out of the application.

The audit trail has a date/time stamp which is presented to the nearest minute. (nearest second was requested)

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Integral
DATE: 5/13/2020

Indicated that all would be delivered, though there were no examples or samples given.

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Indicated that all would be delivered, though there were no examples or samples given.

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

Indicated that all would be delivered, though there were no examples or samples given.

C. PROFESSIONAL SERVICES

1. On-Site Requirements good

2. Travel good

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

Integral utilizes a combination of Ivanti's implementation methodology and Integral's Project Management Methodology (I-PMM)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Diana Olore

BIDDER: Integral

DATE: 5/13/2020

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

Overall, PM and BA sections good

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Integral
DATE: 5/13/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

Bidder has a well laid Statigic Roadmap and high-level Timeline with expectation of revised after SOM review. Time line is divided into three phased of 6 months each. During first phase bidder anticipates implementing all asterisk components along with associated KPIs.

Bidder also mentioned to Continual Service Improvements (CSI) once the core modules have been implemented.

Bidder's Strategy also include to implement som of their additional components like Service Management Bundle SaaS with Asset manager, Voice Automation, SaaS BI Reporting Server and Xtraction

Bidder has provided detail software requirements for their various components and also provide a list of all components in each phase.

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Integral
DATE: 5/13/2020

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Bidder propose to utilizes a combination of Ivanti's implementation methodology and Integral's Project Management Methodology (I-PMM) to ensure the solution is configured using repeatable methods based on our experience implementing the solution at 50 customer sites. They methodology is also flexible to adapt and integrate their processes and methodology with SOM process and methodology.

Phase 1 – Project Initiation and Discovery

Bidder has articulated a clear plan how they would conduct project initiation and Discovery of the current SOM process. Their PM will draf a project plan and associated timeline to include all deliverables in line with the expected implementation start date and any relative dependencies and submit the project plan for review by the State's PM.

Bidder, at the beginning of the discovery phase, will present a business process reengineering strategy to the State for review. Bidders has presented, as a strategy, their approach to understand and document the current state workflows defined in our current Footprints, design of future state processes that take advantage of Ivanti Service Manager's features and ITIL best practices.

Bidder has presented in table form their Business process re0engineering strategy for the six components.

Documentation will also include the delta of the current and future system.

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components: **Not provided**
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E -**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Integral
DATE: 5/13/2020

Functional Requirements and Questions and **Appendix F** - Technical Requirements and Questions as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Bidders systems has field lever security and meet security FedRAMP standards. Bidders SaaS offers 3 upgrades per year.

TR-17: When asked if the user will be logged off once the browser is closed, bidder responded/indicated that if session is not timed out, use will be brought back to previous page. They indicated that end user need to be training to logoff.

Phase 2 – Implementation

Bidder intends to begin the implementation after architectural diagram of system components, as-is and future state process maps and gap analysis, and interface analysis and associated API documentation have been reviewed and approved.

Bidder proposed to engage certified consultants to make all configurations in their product.

Bidder has presented well intensions of developing testing plan and strategy. Indents to engage their BA, in parallel to the configuration process, to develop and presents the testing strategy and associated test plans, which document the approach to effectively test the solution before releasing the system in Production

Bidder has presended well intensions of developing Go-Live cutover plan and strategy, which focuses on ensuring all configurations have been migrated to production, all integrations are reconnected to the Production environment, configurations have been updated to include Production-specific values, and provide a timeline to ensure a timely migration of data during cutover.

Bidder has not explicitly provide any information regarding executing Deployment Cert nor providing user manual and system manuls.

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Integral
DATE: 5/13/2020

3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

Bidder has articulated the intended training plan which include to cover all roles within the solution, by variety of methods to ensure all users are trained. BA will be preparing detail training plans including timeline to delivery training, in-person and remote training sessions.

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services

Bidder proposed a plan for post live management of the system, which include SOM resources to configures roles, user access, forms, workflows, reports etc. while bidders resources will manage, the underlying architechre, product version and cloud components.

Bidders cloud ops tesm will be responsible for availability, performance and security of the solution.

Bidder has provided details of their proposed systems architechure, at a very high level., Their web tier is redundant, with individually scalable application components, deployed across multiple fault-tolerant zones. Application and infrastructure monitoring is available to monitor the flow of traffic automatically across these zones to maximize performance and availability. Subsequently, Ivanti provides a comprehensive disaster recovery plan utilizing always-on replication for near real-time replication of data to provide a low Recovery Point Objective (RPO) and Recovery Time Objective (RTO).

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Integral
DATE: 5/13/2020

- 4. Remote Hosting Solution
- 5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. On-Site Requirements

Bidder intends to provide on-site resource and will work with SOM PM to identify any on-site requirements. Bidder has not asked for any space nor hardware.

2. Travel

Bidder understands that no travel expenses or travel time will be reimbursed.

3. Project Management

Bidder's Program Management office utilizes a well-defined approach based on past experiences and Project Management Institute's (PMI) best practices. The approach, identified as I-PMM, follows an iterative and incremental project methodology for planning, executing, and organizing a project, but is flexible enough to incorporate any elements required us.

Bidder will present 7 year experienced PM for SOM to review and approval before proceeding.

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

Bidder, at the beginning of the discovery phase, will present a business process reengineering strategy to the State for review. Bidder has presented, as a strategy, their approach to understand and document the current state workflows defined in our current Footprints, design of future state processes that take advantage of Ivanti Service Manager's features and ITIL best practices (**See** Phase 1 – Project Initiation and Discovery)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Jayadev Nutakki

BIDDER: Integral

DATE: 5/13/2020

Bidder will present BA with 7 years of experience in Six Sigma or Lean methodologies, to SOM for review and approval

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: INTEGRAL
DATE: 05/13/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline **yes**
2. Itemized Component List **yes**
3. Software Requirements **yes**

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap **yes**
 - b. Work Plan (Timeline) **yes**
 - c. Communication Plan **yes**
 - d. Data Migration Plan **maybe**
 - e. Resource Requirements (both State, and Bidder) **maybe**
2. Kick Off Meeting **yes**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: INTEGRAL
DATE: 05/13/2020

3. Initial Architectural Diagram of System Components **yes – no examples**
4. As-is and Future-state Process Maps and Gap Analyses **yes – no examples**
5. Interface Analysis and API Documentation **yes – no examples**

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan **yes**
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level **no**
 - b. Interface Procedures **no**
 - c. Interface Test Strategy **no**
 - d. Interface Test Plan & Test Scripts **no**
3. Functioning test and production environments **yes**
4. All required interfaces have been reconstructed and implemented **no**
5. Test Strategy **yes**
6. Test Plans **yes**
7. Approved OIT Deployment Certification **no**
8. New ITSM solution is fully implemented **yes - quality**
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions. **no**
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution. **no**

Phase 3 – Training

Deliverables:

1. Training plan **yes**
2. System admin training **yes**
3. Department user training **yes**
4. Training materials **yes**
5. Online help **yes**

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA) **yes**
2. Operational Change Management Plan **yes**
3. Operational support services **yes**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: INTEGRAL
DATE: 05/13/2020

- 4. Remote Hosting Solution **yes**
- 5. Disaster Recovery Plan **yes**

C. PROFESSIONAL SERVICES

- 1. On-Site Requirements** **yes**

- 2. Travel** **yes – wider scope and inclusive in cost**

- 3. Project Management**
 - a. Project Management **yes**
 - b. Project Manager **yes**
 - c. Project Manager Selection **yes qualifications**
 - d. Project Management Methodology **yes I-PMM**

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- 4. Business Process Management**
 - a. Business Process Management **yes**
 - b. Business Analyst **yes**
 - c. Business Analyst Selection **yes qualifications**
 - d. Business Process Reengineering Methodology **yes**

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Integral
DATE: 5/6/2020

*Avanti
Service
Manager*

EVALUATION OF SECTION II
Scope of Services to be Provided

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

on new hardware?

Deliverables:

1. Strategic Product Roadmap with high-level timeline ✓
2. Itemized Component List ✓
3. Software Requirements ✓

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Tina Marie Murray

BIDDER: Integral

DATE: 5/6/2020

3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution

info on contract award?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Integral
DATE: 5/6/2020

5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel ✓

3. Project Management

- a. Project Management ✓
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Kloves
DATE: 5/22/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

ServiceNow

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- **Knowledge Management**
- Project/Portfolio Management
- Release Management
- **Configuration Management**
- Service Level Management

Reporting and Dashboards
IT Service Portal
Integrations

Deliverables:

1. Strategic Product Roadmap with high-level timeline **timeline provided**
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

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DATE: 5/22/2020

- c. Communication Plan
- d. Data Migration Plan
- e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

No sample plans included

Business process requirement utilizes ITIL based framework for best practices implementation of ServiceNow

Kloves shall use its ServiceNow instance to track the sprints and stories using Agile

Development unless Customer has a preferred method to track user stories utilizing internal tools (i.e. Jira or ServiceNow)

Water-Scrum-Fall approach

No code, Low Code configuration

Standard application configuration based on ServiceNow best practice

3rd party Discovery tools or database integrations is out of scope

Customer shall provide necessary credentials and server for the instance to perform a SFTP for any of the data files to import

ServiceNow IntegrationHub Subscription may be required to achieve some integrations.

2 weeks Post go-live support

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

FR17 – root cause analysis, no answer

FR26 – no answer

FR31

TR1

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
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DATE: 5/22/2020

4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Covered in other sections on a basic level – no sample plans included

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Knowledge Transfer to provide an overview of the code, configurations, architectural design and build out - Train the Trainer (System Admin(s))
Kloves recommends that Customer designates up to 2 System Administrators to complete the ServiceNow System Administrator Training

Knowledge Transfer focuses mainly on providing where configurations exist and its definitions. These sessions are not code reviews and/or how to code certain programming languages.

Kloves Trainer shall provide assistance in training IT agents/fulfillers. Kloves shall assist in guiding the Trainer to provide an internal End User Training

Kloves shall use/provide documents from ServiceNow Docs to provide training on the OOB configurations/implementations.

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

Not addressed

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Kloves
DATE: 5/22/2020

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

Kloves recommends to use our Agile Development application in Kloves ServiceNow instance if customer does not have a project tools

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

Limited to listing that these roles exist, and high level responsibilities.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Kloves
DATE: 5/27/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Bidder named all the asterisked components and additional components in the timeline.

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements- **not provided**

Bidder provided timeline as separate file and did not provide roadmap.

B. PHASES OF WORK

Bidder provided a detail project timeline with estimated effort hours of 3100.

Bidder timeline include a user training after Go-live!

Bidder has not provided detail how they would accomplish each of the planned tasks, just listed the tasks to be performed.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: Kloves
DATE: 5/27/2020

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan– **not provided**
 - d. Data Migration Plan– **not provided**
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Did not answer FR-17, 26

Bidders responses to most of the FR questions are very short and no details are provided.

TR-1 Answered NA,

Phase 2 – Implementation

Bidder provided implementation details of each of the components.

Bidder has indicated 3rd party discovery tools for CMDB/Asset Management component is out of scope. Bidder expects SOM to Extract and Transform data and proved the clean data in a template, which would be imported to their database,

Bidder will help configure and re-estimate approved interfaces using various ServiceNow APS and Web Services however, will not take responsibility for the 3rd party solutions is not responsible for the 3rd party solution, will only help setup! If there is a need for any 3rd party solution, it is upto SOM to acquire the solution!

Bidder expects SOM resources to create UAT test Scripts based on the stories.

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Jayadev Nutakki

BIDDER: Kloves

DATE: 5/27/2020

- d. Interface Test Plan & Test Scripts
- 3. Functioning test and production environments
- 4. All required interfaces have been reconstructed and implemented
- 5. Test Strategy
- 6. Test Plans
- 7. Approved OIT Deployment Certification
- 8. New ITSM solution is fully implemented
- 9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
- 10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

Bidder will provide only 5 training sessions.

Deliverables:

- 1. Training plan
- 2. System admin training
- 3. Department user training
- 4. Training materials
- 5. Online help

Phase 4 – Managed Services

Bidder has not provided much details on this

Deliverables:

- 1. Service Level Agreement (SLA)
- 2. Operational Change Management Plan
- 3. Operational support services
- 4. Remote Hosting Solution
- 5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. On-Site Requirements

No mention

2. Travel

No mention

4. Project Management

- a. Project Management
- b. Project Manager

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 5/27/2020

- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

Not much details, Will use agile

5. Business Process Management

No details

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: KLOVES
DATE: 05/27/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline **maybe..project timeline but roadmap is a deliverable**
2. Itemized Component List **yes**
3. Software Requirements **technical requirements is a deliverable**

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap **yes deliverable**
 - b. Work Plan (Timeline) **yes deliverable**
 - c. Communication Plan **yes deliverable**
 - d. Data Migration Plan **yes deliverable**
 - e. Resource Requirements (both State, and Bidder) **yes**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 05/27/2020

2. Kick Off Meeting **yes**
3. Initial Architectural Diagram of System Components **yes deliverable**
4. As-is and Future-state Process Maps and Gap Analyses **maybe – build integration**
5. Interface Analysis and API Documentation **Discovery phase deliverable**

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan **Phase 2**
2. Interface Plan - including, but not limited to: **not specific**
 - a. Interface Crosswalk at the data element level **Not specific**
 - b. Interface Procedures **not specific**
 - c. Interface Test Strategy **not specific**
 - d. Interface Test Plan & Test Scripts **not specific**
3. Functioning test and production environments **Not specific**
4. All required interfaces have been reconstructed and implemented **yes**
5. Test Strategy **not specific**
6. Test Plans **not specific**
7. Approved OIT Deployment Certification **yes**
8. New ITSM solution is fully implemented **yes**
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions. **Userguide tenable?**
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution. **Userguide tenable?**

Phase 3 – Training

Deliverables:

1. Training plan **yes**
2. System admin training **yes**
3. Department user training **yes**
4. Training materials **yes**
5. Online help **yes**

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA) **yes**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 05/27/2020

2. Operational Change Management Plan as part of Build - Change Management
3. Operational support services Hypercare Support
4. Remote Hosting Solution not clear
5. Disaster Recovery Plan no

C. PROFESSIONAL SERVICES

1. On-Site Requirements yes

2. Travel no mention

3. Project Management

- a. Project Management yes
- b. Project Manager yes
- c. Project Manager Selection no
- d. Project Management Methodology Agile?

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department. Somewhat

4. Business Process Management

- a. Business Process Management yes
- b. Business Analyst no
- c. Business Analyst Selection no
- d. Business Process Reengineering Methodology no

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department. no

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: Kloves
DATE: 5/11/2020

Service Now

EVALUATION OF SECTION II
Scope of Services to be Provided

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List ✓
3. Software Requirements

*Not provided
separate document*

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap ✓
 - b. Work Plan (Timeline) ?
 - c. Communication Plan - no plan
 - d. Data Migration Plan "
 - e. Resource Requirements (both State, and Bidder) ✓
2. Kick Off Meeting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: 5/11/2020

*FR-17 unanswered
FR-26 unanswered
FR-31 unanswered
FR-39 - Non-answered
FR-47 - Non-answered
TR-1 - NA?*

3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution. ✓

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services - 7 to 5 pm
4. Remote Hosting Solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: KPMG
DATE: 5/22/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

ServiceNow

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- Change Management***
- Incident Management***
- Problem Management***
- Service Request Management***
- Asset Management***
- Service Catalog Management***
- Discovery and Mapping ?
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management ?

Active Directory Integration

Discovery for CMDB, Integration with Microsoft SCCM

Miscellaneous (SLOs, customer surveys, dashboards)

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

Strong Government experience

Global Elite level Partner with ServiceNow

approach will explicitly comply with your mandate to enforce out-of-the-box functionality with minimal customization

We will be working with Contender Solutions, an IT consultancy specializing in digital transformation to provide the license(s) to use the ServiceNow software.

We will be working with Maine Information Network, the State of Maine e-government services provider to perform the quality assurance services for this engagement.

**STATE OF MAINE
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To support adherence to an OOTB-implementation principle, we recommend the formation of a “Service Management Architecture Review Team” (SMART) consisting of OIT’s technical stakeholders
Our KPMG change management methodology—the Make It approach—closely aligns with the Prosci ADKAR® model and is guided by our experienced certified professionals

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

PoweredIT provides robust assets for the governance and operation of IT. KPMG’s process packs provide a quick start to defining full lifecycle ITSM, Financial and PPM process guides, policy definition, roles and responsibilities and recommended KPIs and metrics

The TOM brings together all components of how you operate- not just process or technology. KPMG provides example target operating models for OIT that we will validate against people, processes, and systems.

Our communication services to the OIT will encompass a communications strategy, plan, and support for execution.

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

FR14 – breakdown of services

Family releases (approximately two per year) contain new functionality and enhancements to existing functionality. Patch releases and hotfixes provide problem fixes and are released monthly. Customers are notified prior to the start of the upgrade rollout period and have the option to temporarily defer receiving the upgrade 4 week backup schedule

ServiceNow does not agree to the incorporation of all or any part of the RFP this

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response or any terms and conditions contained in the RFP into any binding agreement between ServiceNow and the customer
ServiceNow does not agree to customer/prospect security handbooks.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Good explanation of testing

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

KPMG's training approach for OIT is to provide train-the-trainer services to enable OIT to train its end-users,

KPMG's approach to training integrates your specific policy and process information, gleaned from process optimization activities, along with technology and system user training to align key change elements into a comprehensive State of Maine training program driven by our understanding of job impacts and the workforce transition planning

Our approach to training aligns closely with agile principles, incorporating feedback loops and the flexibility to optimize and adjust, as needed.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

KPMG offers post production support for our Powered IT solution as a managed service, called Powered Evolution

KPMG will provide services to address minor alterations or enhancements to fulfill a changing demand through service catalog items under the Minor Change and Enhancement hour pool. Service requests that exceed this pool will be provided on a time and materials basis, leveraging the rates specified in our response.

The OIT needs a transformation that will endure a service platform migration. That level of transformation requires Organizational Change Management (OCMT) from the beginning. Specifically, OCMT will help verify that the OIT avoids common pitfalls; we will help you identify stakeholder and process impacts, determining the level of impact, and applying the right course of action to minimize disruption to your business.

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

The foundation of the team's Project Management approach is KPMG's Project Management Framework and Tool Kit, which defines a structured approach that outlines inputs, key activities, tools, techniques, and outputs that will govern our collective efforts from project initiation through close

4. Business Process Management

- a. Business Process Management

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Diana Olore

BIDDER: KPMG

DATE: 5/22/2020

- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

KPMG's experience with Scaled Agile Framework (SAFe) and our emphasis on preparing organizations to leverage modern delivery techniques to meet the challenges of technological disruption, combined with a well-established Project Management Methodology, allows us to access an array of project management and scrum techniques, as well as a talent pool of cross-certified specialists, that we can tailor to the scope, execution and oversight of activities iteratively as needed throughout the phases of work

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR: Jayadev Nutakki
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DATE: 5/27/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

Bidder has five-point strategy to implement ITMS at SOM which has been successfully used in implementation, of varying sizes, at hundreds of places, some state governments, like CA, HI, PA IN, Utah, MD, TX and TN. Bidders strategy is tested and has demonstrated values at many implementations.

Bidder has completed over 450 ServiceNow Implementations projects, included State Governments and is a Global Elite Level Partner with ServiceNow, and an authorized ServiceNow Training Partner

Bidder's strategy includes PoweredIT approach, which provides a thorough solution to manage and optimize the business of IT. Their PoweredIT accelerates transformation though an adapt versus build approach.

Bidder will work with Contender Solution, an IT consulting specializing in digital transformation to provide the licenses to use the ServiceNow Software.

Bidder propose a period of three to four weeks to accomplish,

It is the Department's intent for the initial solution to **minimally include the asterisked required service components. See Page 28 for the list**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: KPMG
DATE: 5/27/2020

- o Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Bidder propose a period of three to four weeks to accomplish most of the following listed items.

Bidder provided a draft example implementation plan for ServiceNow and ITSM at SOM. See page 28-29

Bidder proposed to transform SOMs Core ITSM and ITOM capabilities in 6 months and more mature ITSM and ITBM Capability to following after ITSM is adopted by SOM.

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline) – See page 28-29 for the details
 - c. Communication Plan – good plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components – provided on page 24
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

TR-10: backup on more than 28 days
TR-12: ADA. See the bidder's response
TR-13- Security. Bidder responded with NO.
TR-22 a-w : There are some NO;s

Phase 2 – Implementation

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: KPMG
DATE: 5/27/2020

Bidder will be working with OIT shoulder to shoulder as a collaborative team. Bidder has provided their agile ITSM delivery model, incorporates process, technology and people aspects. See page 30

Bidder's implementation response is very comprehensive

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy – provided details testing strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

Bidder has a very clear training plan for the SOM implementation, which include web-training, Instructor led training, virtually-led training, train the trainer and Training materials.

Bidders training philosophy is grounded in adult learning techniques and includes hands-on multimode approaches. Rely on blended approach.

Deliverables:

1. Training plan
2. System admin training – puts in driver seat, bidders experienced team will co-locate with OIT to for ongoing KT
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: KPMG
DATE: 5/27/2020

Bidder's post prod support, as managed service, is know as Powered Evolution. Bidder provided a detail plan for MS including SLA and definition of change/enhancements and Priority/Severity descriptions

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. On-Site Requirements

Available on site

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection- **not mentioned**
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

The foundation of the team's Project Management approach is KPMG's Project Management Framework and Tool Kit,

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection- **not mentioned**
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Jayadev Nutakki

BIDDER: KPMG

DATE: 5/27/2020

how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

Bidder, though talked about working with OIT and transform OIT IT did not talk explicitly about re-engineering.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: KPMG
DATE: 05/27/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline **yes**
2. Itemized Component List **yes**
3. Software Requirements **yes**

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following) **yes to all**
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting **yes**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Joe Zrioka

BIDDER: KPMG

DATE: 05/27/2020

3. Initial Architectural Diagram of System Components **yes**
4. As-is and Future-state Process Maps and Gap Analyses **yes**
5. Interface Analysis and API Documentation **yes**

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables: yes to all

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

Deliverables: yes to all

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services

Deliverables: yes to all

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: KPMG
DATE: 05/27/2020

5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. On-Site Requirements yes

2. Travel yes

3. Project Management

- a. Project Management yes
- b. Project Manager Client success mgr?
- c. Project Manager Selection no
- d. Project Management Methodology yes

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department. yes

4. Business Process Management

- a. Business Process Management yes
- b. Business Analyst yes
- c. Business Analyst Selection no
- d. Business Process Reengineering Methodology somewhat PoweredIT?

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: KPMG
DATE: 5-19-2020

EVALUATION OF SECTION II
Scope of Services to be Provided

Total Points Available: 40

Individual Evaluation Comments:

Fed & State gov experience

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Comprehensive

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan ✓
 - d. Data Migration Plan ←
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting

Req Remedy not FRP

Req Host not FRP

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Tina Marie Murray

BIDDER: KPMG

DATE: 5-19-2020

3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

*Weekday
Connectivity
app.*



Phase 3 – Training

Deliverables:

1. Training plan ✓
2. System admin training
3. Department user training
4. Training materials
5. Online help



Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: KPMG
DATE: 5-19-2020

5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

TR-13 - Security

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES
ORGANIZATION, QUALIFICATIONS AND EXPERIENCE**

RFP #: 201908139

RFP TITLE: Maine IT Service Management

BIDDER NAME: ManageEngine

DATE: 4/2/2020

EVALUATOR: Diana Olore

DEPARTMENT: OIT

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Part IV.B. Section I
1. Overview of the Organization
Received - Executive Summary as to your company's history, experience and services as they relate to the services proposed in this RFP.
Received - size, length of time in business, in-house capabilities, location of principal offices, number of full and part-time employees.
2. Client References
4 references – yes, but missing any description
3. Organizational Chart
Missing Org Chart
Included attributes or unique characteristics of the organization that would make it especially qualified to perform the required work activities.
4. Litigation
5. Financial Viability
6. Licensure/Certification
Missing qualifications, such as any applicable licensure and/or certifications. SOC2type2
7. Certificate of Insurance

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES
ORGANIZATION, QUALIFICATIONS AND EXPERIENCE**

RFP #: 201908139

RFP TITLE: Maine IT Service Management

BIDDER NAME: ManageEngine

DATE: 4/2/2020

EVALUATOR: Jayadev Nutakki DEPARTMENT: DAFS/OIT

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Part IV.B. Section I
1. Overview of the Organization: Bidder is in the market for 15+ years and with ServiceDesk Plus for 13+ years, which is a help desk software. ManageEngine is a division of Zoho Corporation which have a very informal organizational structure. Development and support center is in Chennai. ManageEngine offers ServiceDesk Plus – a COTS, cloud/saas based help desk software which supports some of the components we mentioned in RFP. Tool is based on best practices of ITIL framework, Tool has self-service portal with role-based access. Bidder has addressed SOM/OIT as “City” multiple times in the bid! Bidder is the software maker and supplier
2. Client References: Bidder had provided 4 reference. Did not answer many of the fields nor did they provide any information regarding their implementation at the client place. The address provided for two Clients is incomplete, no city nor zipcode are provided.
3. Organizational Chart : Bidder has provided their organizational chart, the quality of which is very bad and very difficult to read. Organization Chart did not include resourced dedicated to the project proposed.
4. Litigation : Bidder indicated that “there are no suites in connection with the products involved in the bid”, while the requirement is to provide the list in which bidder is names, including closed with in 5 years.
5. Financial Viability: Bidder responded “We do not have the required report. We have DUNS No 94-368-5313.”
6. Licensure/Certification: Bidder has listed four certificated including SOC II Type II and have submitted paperwork to get three other ISO certificates
7. Certificate of Insurance: Bidder has provided certificate of Insurance.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES
ORGANIZATION, QUALIFICATIONS AND EXPERIENCE**

RFP #: 201908139

RFP TITLE: Maine IT Service Management

BIDDER NAME: ManageEngine

DATE: 4/2/2020

EVALUATOR: Jayadev Nutakki **DEPARTMENT:** DAFS/OIT

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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES
ORGANIZATION, QUALIFICATIONS AND EXPERIENCE**

RFP #: 201908139

RFP TITLE: Maine IT Service Management

BIDDER NAME: **ManageEngine**

DATE: **3/29/2020**

EVALUATOR: **Joe Zrioka**

DEPARTMENT: **DAFS/OIT**

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Part IV.B. Section I
1. Overview of the Organization
COTS software vendor. Download, install, configure, and deploy - no third-party support services or help needed.
2. Client References
Provided without description of project and dates.
3. Organizational Chart
Provided.
4. Litigation
Provided.
5. Financial Viability
Dun & Bradstreet Comprehensive Insight Plus Report not provided.
6. Licensure/Certification
ISO 27001:2013, ISO 27017 and ISO 27018 certifications. SOC II TYPE II compliant. Compliant with the EU-U.S. Privacy Shield Framework.
7. Certificate of Insurance
Provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES
ORGANIZATION, QUALIFICATIONS AND EXPERIENCE**

RFP #: 201908139

RFP TITLE: Maine IT Service Management

BIDDER NAME: *Manage Engine*

DATE:

EVALUATOR: *Tina Marie Murray* DEPARTMENT:

Instructions: The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Evaluator Comments:

Part IV.B. Section I
1. Overview of the Organization
2. Client References
<i>Incomplete References</i>
3. Organizational Chart
4. Litigation
5. Financial Viability
<i>No response given</i>
6. Licensure/Certification
7. Certificate of Insurance

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: NTTData
DATE: 6/3/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

ServiceNow

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

- **Service Portal not included – separate tool**

Deliverables:

1. Strategic Product Roadmap with high-level timeline
 2. Itemized Component List
 3. Software Requirements
- **NTT DATA will implement ServiceNow to meet MaineIT's ITSM needs by starting with GSOM, an ITIL-aligned package of ServiceNow configurations designed specifically for government organizations.**
 - **A ServiceNow Elite Partner • Nearly 30 public and private sector ServiceNow clients with close to 500,000 users. • 86 ServiceNow certified employees including 52 certified ServiceNow implementation specialists, 22 in ITSM, and 11 ServiceNow certified application developers • More than 20 years of experience with ITIL**
 - **No additional licenses will be necessary for GSOM, and MaineIT will be able to keep its GSOM-based implementation of ServiceNow so long as the State maintains a ServiceNow license**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: NTTData
DATE: 6/3/2020

in leading design workshops with State SMEs, we will begin by using defined processes in GSOM tailored for use by government organizations

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

- This project will require no more than five integrations with State interfaces. This includes integration with Active Directory for single sign-on functionality, integration with the State's email server, and three other integrations
- MainIT will be responsible for: Sponsoring all organizational change management and communications activities
- NTT DATA will provide three ServiceNow instances: a development instance, a test instance, and a production instance
- Comprehensive and thorough

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

- In cases when ServiceNow cannot be fully compliant with a policy requirement due to a product constraint or limitation, NTT DATA will work with the State to identify a corresponding mitigation or compensating measure that is acceptable to the State
- ServiceNow has role- and scope-based security

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: NTTData
DATE: 6/3/2020

- d. Interface Test Plan & Test Scripts
 3. Functioning test and production environments
 4. All required interfaces have been reconstructed and implemented
 5. Test Strategy
 6. Test Plans
 7. Approved OIT Deployment Certification
 8. New ITSM solution is fully implemented
 9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
 10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.
- For integration with systems, services, or applications in the State's network, ServiceNow also includes a free optional component known as a management, instrumentation, and discovery (MID) server.. A MID server facilitates communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.
 - If a MID server is required, MaineIT would be responsible for providing the needed host or hosts to support the software and for providing continued maintenance
 - development environment, test environment, and production environment
 - Unit test scripts and automation are considered out of scope.
 - as part of deployment, NTT DATA will provide a month of post go-live support before MaineIT takes final acceptance of the ITSM system and we begin steady state maintenance and operations activities

Phase 3 – Training

Deliverables:

1. Training plan
 2. System admin training
 3. Department user training
 4. Training materials
 5. Online help
- in developing and delivering training, we use NTT DATA's Analysis, Design, Development, Delivery, and Assessment (AD3A) Methodology for instructional design
 - Our proposal is for NTT DATA instructors to deliver two live webinar sessions for each training topic defined by the findings of our training needs analysis. We will record each of these webinar sessions and allow for questions from the audience and responses from instructors. We will choose the best sessions and upload them to the LMS
 - Thorough and comprehensive response

Phase 4 – Managed Services

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: NTTData
DATE: 6/3/2020

Deliverables:

1. Service Level Agreement (SLA)
 2. Operational Change Management Plan
 3. Operational support services
 4. Remote Hosting Solution
 5. Disaster Recovery Plan
- Service level commitments included pg. 46
 - ServiceNow generally produces two releases of its platform, the Now Platform, each year. In addition, ServiceNow produces patches and hotfixes throughout the supported lifetime of major releases, rolling them into the codebase for inclusion in the next version.
 - NTT DATA will provide operations support services guided by the scope of services defined in the statement of work for this project and detailed in a managed services document. These services include support for response to incidents and minor enhancements provided by our managed services team
 - ServiceNow hosts its private cloud in colocation spaces within global data centers arranged in high-availability pairs
 - When using database encryption, all data is encrypted, including attachments, logs, and backups
 - 28 days backups
 -

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- NTT DATA's project management methodology, Services Project Management Framework (SPMF) is a patented management methodology that leverages industry best practice standards such as ITIL, a suite of ISO standards , and the Project Management Institute (PMI) Project Management Body of Knowledge

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: NTTData
DATE: 6/3/2020

(PMBOK).

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- team will include two business analysts as well as a Functional Architect

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Diana Olore

BIDDER: NTTData

DATE: 6/3/2020

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: NTTData
DATE: 6/11/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

Bidder is proposing State -specific instance of ServiceNow by using BTT Data's Government Service Operations Manager (GSOM) package as a starting point., Bidder's experience indicates 70-80% of GSOM is useable as-is straight OOB

GSOM follows ITIL 3 framework, which is a version lower than the current ITIL 4.

Bidder has onboarded closed to 30 larger public and private sector ServiceNow clients. Some of the public organizations include US Customs and Boarder Protection and NSF.

Bidders NSF implementation of ServiceNow is so popular that other units at NSF are interested in adding additional ServiceNow components

Bidder will use an established methodology for ServiceNow implementations that has proven successful at large public and private sector organizations.

Bidder's initial solution to SOM does not include public portal for rank and file of SOM employees! however can be delivered as part of the later release based on a subsequent task order

Bidder's GSOM include pre-configurations designed for govt org, such as NIST pub 800-53, ISO 19770(for IT software asset management) , ISO 20000 (for service management), ISO 27000 (for information security) etc.

Bidder will not use subcontractors in this project.

A. ITSM SOLUTION STRATEGY

Bidder propose to go-live with new ITSM system for the SOM in 12 months, and require additional 3 months for optional components

Bidders core in-scope components include all 6 and 4 additional components (SLM, KM, Rel M and Conf M) while others three are included in the optional impl. with additional cost and time,

Solution will be hosted in the cloud, only software required is updated browsers like Chrome, Firefox, ME and Safari. Note. IE is missing in the list.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: NTTData
DATE: 6/11/2020

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline – **provided the details**
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Bidder propose to 3 months for project initiation and discovery, which include common project initiation activities and refine the draft timelines, staffing plan, document management plan, communication plan and issue resolution plan and risk management.

Bidder propose, by near end of phase 1 they will setup development, testing and production environments on the ServiceNow cloud platform

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap -- **provided**
 - b. Work Plan (Timeline)
 - c. Communication Plan—**weekly status, monthly Steering meetings and monthly reports, email groups for specific team communications. Comprehensive communication plan is provided**
 - d. Data Migration Plan: **Bidder did not provide legacy data migration plan, based on SOM answer to question 10 (in question and answers). However willing to plan if the migration effort is needed.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: NTTData
DATE: 6/11/2020

- e. Resource Requirements (both State, and Bidder) – **Details (for each phase) are provided**
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components- **Details architectural diagram is provided**
4. As-is and Future-state Process Maps and Gap Analyses--
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

FR-44- Bidder has not provided direct answer to question, not can we infer if the ServiceNow has public facing component to the products KM module.

Phase 2 – Implementation – 7 months

Bidder propose to conduct a series of design workshops (parallel) lead by their architects, with OIT SMEs, decision makers and stakeholder, to gather and document (by their BAs as user stories) detailed ITSM requirements from the State. During the workshop bidders' team will advise OIT what will work and what does not work in current approach to ITSM. During this workshop bidders' team will identify pain points and discuss how to address these pain points by streamlining or changing process. Based on the information they gain from these design workshops; their team will configure an ITSM solution that meets these specific requirements.

Each user story captures a specific requirement in the form “As a (role), I need the ability to (something)” which also has acceptance criteria associated with it. Bidder has provided a screenshot from on of their design and development workbook that shows preconfigured user stories.

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to: **Comprehensive plan provided**
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
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EVALUATOR: Jayadev Nutakki
BIDDER: NTTData
DATE: 6/11/2020

5. Test Strategy: Plan is discussed based on their experience at large organization implementation.
6. Test Plans
7. Approved OIT Deployment Certification – will execute, provided link to get ServiceNow ADA results
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
Will develop during phase 3
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.
Will develop during phase 3

Phase 3 – Training

Deliverables: -- Comprehensive training is discussed/provided

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services—provided a detail/plans for each of the following

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution
5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. **On-Site Requirements; Will work onsite as well as off site.**
2. **Travel:** Bidder understands travel and miscellaneous expensed will not be reimbursed
4. **Project Management**
Bidder will use patented project management framework called Services Project management Framework (SPMF) which leverages industry best practice standards such as ITIL, and others like PMP.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Jayadev Nutakki

BIDDER: NTTData

DATE: 6/11/2020

- a. Project Management
- b. Project Manager – will submit resume to OIT. Min 7 years of exp
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst – bidder will provide resumes and will include 2 BA one is functional BA
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology—provided a comprehensive plan

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: NTT
DATE: 06/09/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline **yes**
2. Itemized Component List **yes**
3. Software Requirements **yes**

Government Services Operations Manager (GSOM)

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap **yes**
 - b. Work Plan (Timeline) **yes**
 - c. Communication Plan **yes**
 - d. Data Migration Plan **no but willing – bidder question 10 indicated not required**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: NTT
DATE: 06/09/2020

- e. Resource Requirements (both State, and Bidder)
- 2. Kick Off Meeting **yes**
- 3. Initial Architectural Diagram of System Components **yes**
- 4. As-is and Future-state Process Maps and Gap Analyses **yes**
- 5. Interface Analysis and API Documentation **yes**

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

- 1. Implementation Plan **yes**
- 2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level **yes**
 - b. Interface Procedures **yes**
 - c. Interface Test Strategy **yes**
 - d. Interface Test Plan & Test Scripts **yes**
- 3. Functioning test and production environments **yes**
- 4. All required interfaces have been reconstructed and implemented **yes**
- 5. Test Strategy **yes**
- 6. Test Plans **yes**
- 7. Approved OIT Deployment Certification **yes**
- 8. New ITSM solution is fully implemented **yes**
- 9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions. **Maybe**
- 10. System Manual containing a narrative and/or graphical description of the various technical components of the solution. **Maybe**

Phase 3 – Training

Deliverables:

- 1. Training plan **yes**
- 2. System admin training **yes**
- 3. Department user training **yes**
- 4. Training materials **yes**
- 5. Online help **yes**

Phase 4 – Managed Services

Deliverables:

- 1. Service Level Agreement (SLA) **yes**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: NTT
DATE: 06/09/2020

2. Operational Change Management Plan **yes**
3. Operational support services **yes**
4. Remote Hosting Solution **yes**
5. Disaster Recovery Plan **yes**

C. PROFESSIONAL SERVICES

1. On-Site Requirements **yes**

2. Travel **yes**

3. Project Management

- a. Project Management **yes**
- b. Project Manager **yes**
- c. Project Manager Selection **yes**
- d. Project Management Methodology **yes**

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management **yes**
- b. Business Analyst **yes**
- c. Business Analyst Selection **yes**
- d. Business Process Reengineering Methodology **yes**

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: NTTData
DATE: 05-22-2020

*Service Now
Government
Services
Operations
Manager*

EVALUATION OF SECTION II
Scope of Services to be Provided

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

*Customer
portal would
be an add-on?*

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

*Asset Discovery
is add-on*

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Tina Marie Murray

BIDDER: NTTData

DATE: 05-22-2020

3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: NTTData
DATE: 05-22-2020

5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Wipro
DATE: 6/4/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

ServiceNow

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- Change Management***
- Incident Management***
- Problem Management***
- Service Request Management***
- Asset Management***
- Service Catalog Management***
- Discovery and Mapping??
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management
- Core system setup
- Integrations
- Discovery?
- Service Portal

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Wipro
DATE: 6/4/2020

- c. Communication Plan
- d. Data Migration Plan
- e. Resource Requirements (both State, and Bidder)
- 2. Kick Off Meeting
- 3. Initial Architectural Diagram of System Components
- 4. As-is and Future-state Process Maps and Gap Analyses
- 5. Interface Analysis and API Documentation
- **Expects SOM to: Write and refine Stories required to support the agreed upon process flow, data and form requirements in the Agile Development application.**

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

- **CTI Softphone plugin enables softphone functions and call center capabilities, provides integration between the ServiceNow platform and the Twilio Voice service using the Notify application (Twilio is a third-party application that must be purchased separately).**
- **ServiceNow organizes its releases into families. A family is a set of releases that are named after a major city, such as New York. Each release family contains features, patches, and hotfixes**
- **28 day backup**
- **ServiceNow does not agree to the incorporation of all or any part of the RFP this response or any terms and conditions contained in the RFP into any binding agreement between ServiceNow and the customer.**
- **ServiceNow does not agree to customer/prospect security handbooks**

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Diana Olore
BIDDER: Wipro
DATE: 6/4/2020

components of the solution and instructions for performing the various functions.

10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

- OOTB configuration
- Most modules only include 1 workflow
- The customer is responsible for having a general understanding of how a Servicenow PPM functions

Phase 3 – Training

Deliverables:

1. Training plan
 2. System admin training
 3. Department user training
 4. Training materials
 5. Online help
- “train the trainer” approach, training sessions 2 per module
 - trainings are delivered using a combination of classroom trainings, PowerPoint, documents and FAQs.

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
 2. Operational Change Management Plan
 3. Operational support services
 4. Remote Hosting Solution
 5. Disaster Recovery Plan
- No sample plans
 - Remote hosting and DR not addressed

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Diana Olore

BIDDER: Wipro

DATE: 6/4/2020

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

- Nothing in this section was included.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: WIPRO
DATE: 6/12/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

Bidder's proposal did not include response to this whole section.

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Bidder will conduct a series of workshops to demonstrate and review the available functionality and best practices for the in-scope applications and integrations with SOM. Over all 30 days of workshops are proposed.

Bidder expects SOM to facilitate Scheduling and organization of workshops and write and refine stories required to support the agreed upon process flow, data and form requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: WIPRO
DATE: 6/12/2020

Deliverables: Bidder has not provided comprehensive nor any detail plan for any of these topics

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting
3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Though Bidder provided some plan of action for SOW items, it appears that they will ‘assist’ to configure the ServiceNow, it appears that bidder is expecting SOM to do most of the heavy lifting!

Deliverables:

1. Implementation Plan – **Provided a detail of each SOW components and additional components**
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy – **no mention**
6. Test Plans – **no mention**
7. Approved OIT Deployment Certification – **no mention**
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Jayadev Nutakki
BIDDER: WIPRO
DATE: 6/12/2020

It appears the bidder's 'supplier' will be responsible for training and will provide 'train-the-trainer' training.

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials – power point materials will be prepared
5. Online help

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA) – did not provide
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution -- did not provide
5. Disaster Recovery Plan – did not provide

C. PROFESSIONAL SERVICES

Bidder's proposal did not include response to this whole section.

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management

- a. Business Process Management

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Jayadev Nutakki

BIDDER: WIPRO

DATE: 6/12/2020

- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: WIPRO
DATE: 06/10/2020

**EVALUATION OF SECTION II
Scope of Services to be Provided**

Total Points Available: 40

Individual Evaluation Comments:

OOTB - 23

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

Deliverables:

1. Strategic Product Roadmap with high-level timeline **No**
2. Itemized Component List **No**
3. Software Requirements **No. Go to servicenow product documentation portal to find mid server software technical requirements**

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap **No**
 - b. Work Plan (Timeline) **No**
 - c. Communication Plan **No. Only for major incident management.**
 - d. Data Migration Plan **No. FR-13 reference to a process for legacy data migration.**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: WIPRO
DATE: 06/10/2020

- e. Resource Requirements (both State, and Bidder) **No. SOM Provide technical resources who will work with ServiceNow**
- 2. Kick Off Meeting **No**
- 3. Initial Architectural Diagram of System Components **No**
- 4. As-is and Future-state Process Maps and Gap Analyses **No. Only assist Customer in understanding the gap between OOTB feature and function versus their current state process.**
- 5. Interface Analysis and API Documentation **No**

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

- 1. Implementation Plan **Yes but limited**
- 2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level **No**
 - b. Interface Procedures **No**
 - c. Interface Test Strategy **No**
 - d. Interface Test Plan & Test Scripts **No**
- 3. Functioning test and production environments **No**
- 4. All required interfaces have been reconstructed and implemented **No**
- 5. Test Strategy **No**
- 6. Test Plans **No**
- 7. Approved OIT Deployment Certification **No**
- 8. New ITSM solution is fully implemented **No**
- 9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions. **No**
- 10. System Manual containing a narrative and/or graphical description of the various technical components of the solution. **No**

Phase 3 – Training

Deliverables: TtT

- 1. Training plan **No**
- 2. System admin training **No**
- 3. Department user training **No**
- 4. Training materials **No**
- 5. Online help **No**

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Joe Zrioka
BIDDER: WIPRO
DATE: 06/10/2020

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA) **No**
2. Operational Change Management Plan **No**
3. Operational support services **No**
4. Remote Hosting Solution **No**
5. Disaster Recovery Plan **No**

C. PROFESSIONAL SERVICES

1. On-Site Requirements **No**

2. Travel **No**

3. Project Management

- a. Project Management **No**
- b. Project Manager **Yes**
- c. Project Manager Selection **No**
- d. Project Management Methodology **No**

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

4. Business Process Management **No**

- a. Business Process Management
- b. Business Analyst
- c. Business Analyst Selection
- d. Business Process Reengineering Methodology

As part of the RFP submission, the Bidder will clearly describe their Business Process Reengineering methodology and the tools or processes that will be used to facilitate the business process reengineering effort. Give a detailed description of how this work will be organized and managed, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

RFP #: 201908139
RFP TITLE: IT Service Management (ITSM) Solution
EVALUATOR: Tina Marie Murray
BIDDER: WiPro
DATE: 6/3/2002

Service Now

EVALUATION OF SECTION II
Scope of Services to be Provided

Total Points Available: 40

Individual Evaluation Comments:

A. ITSM SOLUTION STRATEGY

It is the Department's intent for the initial solution to **minimally include the asterisked required service components.**

- **Change Management***
- **Incident Management***
- **Problem Management***
- **Service Request Management***
- **Asset Management***
- **Service Catalog Management***
- Discovery and Mapping
- Financial Management
- Knowledge Management
- Project/Portfolio Management
- Release Management
- Configuration Management
- Service Level Management

? 25 days?

Deliverables:

1. Strategic Product Roadmap with high-level timeline
2. Itemized Component List
3. Software Requirements

B. PHASES OF WORK

Phase 1 – Project Initiation and Discovery

Deliverables:

1. Project Plan (including, but not limited to the following)
 - a. Project Roadmap
 - b. Work Plan (Timeline)
 - c. Communication Plan
 - d. Data Migration Plan
 - e. Resource Requirements (both State, and Bidder)
2. Kick Off Meeting

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139

RFP TITLE: IT Service Management (ITSM) Solution

EVALUATOR: Tina Marie Murray

BIDDER: WiPro

DATE: 6/3/2002

3. Initial Architectural Diagram of System Components
4. As-is and Future-state Process Maps and Gap Analyses
5. Interface Analysis and API Documentation

The proposed ITSM solution should support the requirements found in **Appendix E - Functional Requirements and Questions** and **Appendix F - Technical Requirements and Questions** as well as requirements documented during Discovery. The Bidder must indicate how the proposed solution will comply with these requirements.

Phase 2 – Implementation

Deliverables:

1. Implementation Plan
2. Interface Plan - including, but not limited to:
 - a. Interface Crosswalk at the data element level
 - b. Interface Procedures
 - c. Interface Test Strategy
 - d. Interface Test Plan & Test Scripts
3. Functioning test and production environments
4. All required interfaces have been reconstructed and implemented
5. Test Strategy
6. Test Plans
7. Approved OIT Deployment Certification
8. New ITSM solution is fully implemented
9. User Manual containing a narrative and/or graphical description of the functional components of the solution and instructions for performing the various functions.
10. System Manual containing a narrative and/or graphical description of the various technical components of the solution.

Phase 3 – Training

Deliverables:

1. Training plan
2. System admin training
3. Department user training
4. Training materials
5. Online help

Phase 4 – Managed Services

Deliverables:

1. Service Level Agreement (SLA)
2. Operational Change Management Plan
3. Operational support services
4. Remote Hosting Solution

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201908139
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EVALUATOR: Tina Marie Murray
BIDDER: WiPro
DATE: 6/3/2002

5. Disaster Recovery Plan

C. PROFESSIONAL SERVICES

1. On-Site Requirements

2. Travel

3. Project Management

- a. Project Management
- b. Project Manager
- c. Project Manager Selection
- d. Project Management Methodology

As part of the RFP submission, the Bidder will clearly describe their project management methodology and the tools or processes that will be used to implement the project. A detailed description of how the project will be organized and managed should be provided, including descriptions of the roles and responsibilities of the Bidder's team and the Department.

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STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL
SERVICES

Janet T. Mills
Governor

Kirsten Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 201908139
RFP TITLE: IT Service Management Solution

I, JAYADEV DAYAN NUTAKKI accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

3/23/2020

Signature

Date



Janet T. Mills
Governor

STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL
SERVICES

Kirsten Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 201908139
RFP TITLE: IT Service Management Solution

I, Dana Clora accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

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[Signature]
Signature

3/23/2020
Date



STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL
SERVICES

Janet T. Mills
Governor

Kirsten Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 201908139
RFP TITLE: IT Service Management Solution

I, Brigid Palmer accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

Brigid Palmer

Signature

3/23/2020

Date



STATE OF MAINE
DEPARTMENT OF ADMINISTRATIVE AND FINANCIAL
SERVICES

Janet T. Mills
Governor

Kirsten Figueroa
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 201908139
RFP TITLE: IT Service Management Solution

I, _____ Joseph A. Zrioka _____ accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

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I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

Joseph A. Zrioka

Signature

03/23/2020

Date