Coquitlam

Addendum No. 1 City of Coquitlam **RFIQ No. 25-055** **Information Technology Service Management Solution** Issue Date: April 10, 2025 Total Page Count: 5

Proponents shall note the following amendments to the RFIQ documents:

QUESTIONS AND CLARIFICATIONS

Q1. Is there any directive or planned directive from the City or its stakeholders that would prevent US-based vendors from participating/advancing in this RFIQ?

A1. No. There are no directives or planned directives from the City or its stakeholders that would prevent US-based vendors from participating or advancing in this RFIQ process.

Q2. How many staff in IT?

A2. 38 IT staff.

Q3. Pricing – How many Level 1 Techs

A3. 6 Level 1 Techs.

Q4. Pricing – How many Level 2-3 Techs

A4. 17 Level 2-3 Techs.

Q5. How many other "users" of the ITSM functionality. This should include anyone who is involved in other functions such as HR, Facilities, Project Management, etc., as all these capabilities are included in our platform. Doing Approvals is free so do not include people that just do approvals.

A5. 300 users.

Q6. How many seats are utilized for Service Management in your current system.

A6. 38 seats.

Q7. Any way to ask the above questions so that we may provide pricing is; our IT Service Management provides both Named and Concurrent seats. Can you provide a number of each that makes sense for the city?

A7. At this time this is for IT staff which is 38. 4 named seats (all 4 assigned), 15 concurrent users (34 users assigned).

Q8. Most city governments are passionate about a mobile interface. On a scale of 1-10 how important is a responsive mobile app?

A8. 10.

Q9.   On a scale of 1-10 how important is AI capability in a new ITSM platform?
A9.   7.

Q10. On a scale of 1-10 how big of a user of MS Teams is the City?
A10. 8.

Q11. Pg. 4, #III asks about Integration capabilities including 3rd party tools such as Asset
       Management and Cloud Platforms. Do you have specific tools in place that you are
       interested
A11. (Cloud-AWS, Azure) Asset Management-IBM Maximo.

Q12. For pricing purposes could you confirm the number of agent licenses that are
       required to access the ITSM solution e.g., that would be working on incidents,
       problems, changes etc.?
A12. 40.

Q13. For pricing purposes could you confirm the required integrations e.g., Active
       Directory, SSO, SCCM, Intune, Microsoft Teams, Email etc.?
A13. Active Directory, SSO, SCCM, Intune, Microsoft Teams, Email, SharePoint, Jira.

Q14. Could you confirm whether the City are looking for embedded asset discovery or
       looking to leverage existing asset solutions in use at the City e.g., SCCM, Intune etc.?
       If automated asset discovery is required please advise as to the number of assets
       and CIs e.g., Discoverable IP endpoints (printers, desktops, laptops, servers etc.)
**A14. The City is unfamiliar with embedded asset discovery but currently leverages
       existing asset management solutions such as SCCM and Intune. Automated
       asset discovery is utilized, and the approximate number of discoverable assets
       is as follows:**

- **Printers: 172**
- **Printers (Konica Filtered): 75**
- **Desktops: 891**
- **Laptops: 838**
- **Servers: 456**
- **Mobile Devices: 708**
- **Access Points: 199**
- **Network Switches: 76**

Q15. Does the City have a desired MVP for go live e.g., Phase One: Incident Management,
       Customer Portal, Service Request Fulfilment, Asset Management / Phase Two Change
       Management etc. in order to deploy the system in a phased roll out or are all the
       required ITIL processes referenced within the RFIQ required to be deployed at go
       live?

A15. The City does not have a defined MVP for go-live at this time. It is anticipated that a phased rollout will be required; however, the specific approach and prioritization of ITIL processes will need to be determined in collaboration with the successful Proponent.

Q16. With regards "Additional Services or Customization Fees", the City have referenced expanding to other departments in the future. In order to provide indicative cost please could you confirm:
   I.   Which departments the City would look to expand to e.g. HR,   Facilities etc.?
   II.   The required number of agents that would need access to the   solution across each department?
   III. What each department would like to implement e.g., HR, Incident Management, Service Request Management, SLA etc.?

A16. Question 16 answers are:

   I.   Corporate Services which includes HR, Communications, and Space Planning)
   II.   25 agents
   III. HR ,Communications, Space Planning, Service Request Management for now

Q17. The estimated number of IT users who will actively fulfill tickets or perform administrative tasks within the platform?

A17. 40 IT users.

Q18. The estimated number of business stakeholders who will require access for approvals, viewing reports, or interacting with services?

A18. 25 stakeholders.

Q19. The approximate number of hardware and software assets you plan to manage within ServiceNow?

A19. The City have approximately 13,000 IT assets in IBM Maximo.

Q20. What is the name of the current ITSM system?

A20. IBM Maximo - Service Desk Everyplace for IBM Control Desk 7.6.0.1049.

Q21. Is there any expectation to migrate data from the current system?

A21. Yes data migration is expected.

Q22. How many active end users are in the current ITSM system?

A22. 1900 active users.

Q23. How many fulfillers in the current ITSM system? To clarify, for us, a fulfiller is a user who receives a ticket from the end-user and completes it.

A23. 7- Support Desk, 5-Network Services, 13-Application Services, 7 Managers, 5 Project Managers, 3 Others. ICT total 40.

Q24. How long does it take to make changes to the current ITSM system's functionalities? For example, I want to add a new field to intake additional information on request form for corporate password reset.

A24. 5-10 minutes. This does not include the change request process.

Q25. How many request tickets are generated monthly on average?

A25. 1200 is the monthly average.

Q26. What are the popular categories of the request tickets? For example, Access request, Hardware/software request, Enhancement request for applications etc.

A26. Hardware/Software requests, Account ID, telecom, IT Questions, Network.

Q27. How do the end users receive updates on the progress of their requests?

A27. Support Desk Agent or owner of the SR manually updates user. When SR is resolved, automated email from Maximo is sent to user advising agent who resolved and that the SR has been resolved.

Q28. How the fulfillment teams are notified that there are request tickets to work on?

A28. 34 fulfillment teams via email support groups.

Q29. How are request tickets being measured for success in terms of delivery time, quality, and user satisfaction?

A29. Weekly report to ICT managers.

Q30. How many incident tickets are generated monthly on average?

A30. Incidents not used in Maximo, incidents are all sent as a service request.

Q31. Is there a major Incident Management process?

A31. Yes via IT Management.

Q32. What are the ways for end users to report an incident?

A32. Via the support desk email address and contact #.

Q33. How are the support (fulfillment) teams notified that there are incident tickets to work on?

A33. Via email support groups.

Q34. How are incident tickets being measured for success in terms of resolution time, quality, and user satisfaction?

A34. We don't have a measurement for success with our current tool.

Q35. Does the current ITSM have Knowledge Management? If so, how many active/published Knowledge articles are there and how are they grouped?

A35. No. Knowledge base is currently not used in IBM Maximo.

Q36. Does the current ITSM have Change Management? If so, what are the change types? For example, Normal, Emergency, Standard.

A36. Yes, Normal, Standard and Emergency.

Q37. Is there a Change Advisory Board (CAB)? If so, what are its responsibilities?

A37. Yes, responsibilities are to review Change Request, assess for impact and approve or deny.

Q38. How is a change measured for success?

A38. We don't have a measurement for success with our current tool.

Q39. How many standard changes do you currently have?

A39. Approximately about 5 Standard changes per week.

Q40. Does the current ITSM have Problem Management? If so, how many active problems? How many problems was resolved in the past 6 months?

A40. No the City does not currently have Problem Management.

Q41. Is The City looking to implement mobile app capabilities?

A41. Yes.

End of Addendum No. 1

Proponents take into account the content of this Addendum in the preparation and submission of the Proposal which will form part of the Contract and should be acknowledged on the Proposal Submission Form.

Upon submitting a Proposal, Proponents are deemed to have received all addenda that are issued and posted on the City's website and considered the information for inclusion in the Proposal Submission.

Issued by:

Chris Overes
Senior Procurement Specialist
bid@coquitlam.ca