

60 Lafayette St	29
60 Market St	319
601 Development Court	27
601 E Genesee St	10
608 State St	1006
609 W Clinton St	6
61 Broadway	10
612 Elizabeth St	7
615 Erie Blvd W	734
620 State St	3
625 Atlantic Ave	215
625 Broadway	532
625 Madison St	5
629 N Chodikee Lake Rd	53
6301 12th Ave	25
64 Broadway	133
6470 State Rte 20A	2
65 Court St	758
65 Hawley St	3
65 Woodward St	19
652 W 187th St	27
66 Boerum Pl	53
66 Washington St	433
671 S Exchange St	3
6724 Thompson Rd	12
67-35 112th St	26
6740 4th Ave	4
677 S Salina St	0
680 Village Trace	3
691 St Paul St	877
7 Court St	82
7 N Erie St	17
7 Wells Ln	5
70 Elizabeth Blackwell St	31
70 Overocker Rd	8
725 Veterans Meml Hwy	17
737 Delaware Ave	3
75 Broad St	9
75 Park Pl	3
75 Varick St	476
75 Webster Ave	4
750 Washington St	0
751 Coates Ave	7
7551 Court St	36
7559 Court St	4
760 Troy-Schenectady Rd	3
77 Goodell St	3

77 Water St	241
777 Central Blvd	2
780 Ridge Rd	24
79 Middleville Rd	2
795 E Main St	6
797 Broadway	235
8 John Walsh Blvd	13
80 Maiden Ln	353
80 Middle Country Rd	0
80 S Swan St	2368
80 State Hwy 310	20
80 Wolf Rd	56
800 Charlotte St	18
800 N Pearl St	1080
800 Park Ave	328
804 Classon Ave	2
80-45 Winchester Blvd	5
810 Classon Ave	4
820 State Rte 9	34
83 Seneca St	203
830 Washington St	174
843 Union Ave	21
844 Delaware Ave	3
845 Central Avenue	158
85 Court St	37
853 Longwood Ave	61
87 N Clinton Ave	17
89 Washington Ave	21
890 Carman Ave	1
890 Garrison Ave	16
89-17 Sutphin Blvd	2
893 E Main St	51
89-64 163rd St	0
9 Bond St	365
90 Church St	317
900 Sheridan Ave	31
91 Broadway	11
92-31 Union Hall St	258
93 Broadway	252
930 York St	9
94 Flatbush Ave	2
95 Allen Creek Rd	3
95 Franklin St	97
960 Salt Springs Rd	2
97 Central Ave	166
97 Cross Rd	84
977 Hicksville Rd	3

98 Flatbush Ave	13
99 Exchange St	15
99 Grumman Rd W	12
99 Main St	81
99 Washington Ave	1608
998 Crooked Hill Rd	296
Empire State Plz	8458
N Chodikee Lake Rd	116
N/A	
One State St	96
Rte 22	70
Sanatorium Rd	353
Wallgrove Ave	0
Grand Total	101047

## Appendix L – Opened Incidents

All opened incidents from 11/1/2014 through 10/31/2015 by hour for each day of week

All Open Incidents from 11/1/2014 through 10/31/2015														
Hour	Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average
00:00-01:00	162	3	160	3	191	3	170	3	185	3	171	3	162	3
01:00-02:00	123	2	153	2	175	3	128	2	100	1	125	2	123	2
02:00-03:00	120	2	130	2	209	4	102	1	112	2	71	1	97	1
03:00-04:00	85	1	122	2	128	2	71	1	66	1	60	1	85	1
04:00-05:00	135	2	94	1	126	2	64	1	61	1	55	1	66	1
05:00-06:00	111	2	169	3	145	2	148	2	283	5	148	2	90	1
06:00-07:00	114	2	557	10	563	10	591	11	497	9	472	9	263	4
07:00-08:00	289	5	3,417	65	3,360	64	3,435	66	3,008	57	2,916	56	257	4
08:00-09:00	429	8	8,872	170	9,312	179	8,912	171	8,201	157	7,835	150	433	8
09:00-10:00	356	6	13,490	259	13,904	267	13,748	264	12,620	242	11,566	222	432	8
10:00-11:00	475	9	12,852	247	14,080	270	13,724	263	12,337	237	11,385	218	343	6
11:00-12:00	409	7	11,982	230	12,527	240	12,347	237	11,249	216	10,415	200	381	7
12:00-13:00	384	7	9,682	186	10,125	194	10,021	192	9,190	176	8,321	160	378	7
13:00-14:00	331	6	9,757	187	10,185	195	9,835	189	9,162	176	7,920	152	284	5
14:00-15:00	329	6	10,176	195	11,082	213	10,809	207	9,998	192	8,619	165	401	7
15:00-16:00	328	6	8,907	171	9,509	182	9,206	177	8,479	163	7,179	138	293	5
16:00-17:00	275	5	4,933	94	5,392	103	5,060	97	4,887	93	4,023	77	297	5
17:00-18:00	297	5	1,859	35	1,888	36	1,820	35	1,544	29	1,367	26	295	5
18:00-19:00	289	5	945	18	926	17	839	16	787	15	846	16	264	4
19:00-20:00	271	5	560	10	558	10	535	10	513	9	400	7	185	3
20:00-21:00	232	4	393	7	388	7	352	6	305	5	313	6	204	3
21:00-22:00	211	4	275	5	313	6	297	5	301	5	257	4	192	3
22:00-23:00	218	4	226	4	283	5	245	4	207	3	210	4	159	3
23:00-24:00	184	3	175	3	167	3	172	3	174	3	143	2	108	2
Total	6,157	5	99,886	80	105,536	84	102,631	82	94,266	75	84,817	68	5,792	4



### Incidents Opened After Hours

Incidents Opened After Hours														
Month	Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average
November 2014	612	122	441	110	593	148	377	94	340	85	330	82	470	94
December 2014	398	99	564	112	572	114	460	92	374	93	297	74	370	92
January 2015	458	114	634	158	418	104	391	97	486	97	439	87	389	77
February 2015	453	113	432	108	543	135	449	112	402	100	306	76	452	113
March 2015	596	119	661	132	653	130	479	119	395	98	302	75	408	102
April 2015	389	97	463	115	573	143	614	122	452	90	344	86	392	98
May 2015	415	83	509	127	458	114	464	116	357	89	439	87	484	96
June 2015	1,066	266	784	156	671	134	456	114	385	96	425	106	772	193
July 2015	498	124	441	110	423	105	499	99	698	139	355	71	373	93
August 2015	533	106	523	104	430	107	372	93	431	107	327	81	518	103
September 2015	371	92	433	108	561	112	585	117	386	96	336	84	430	107
October 2015	368	92	515	128	375	93	388	97	563	112	738	147	734	146

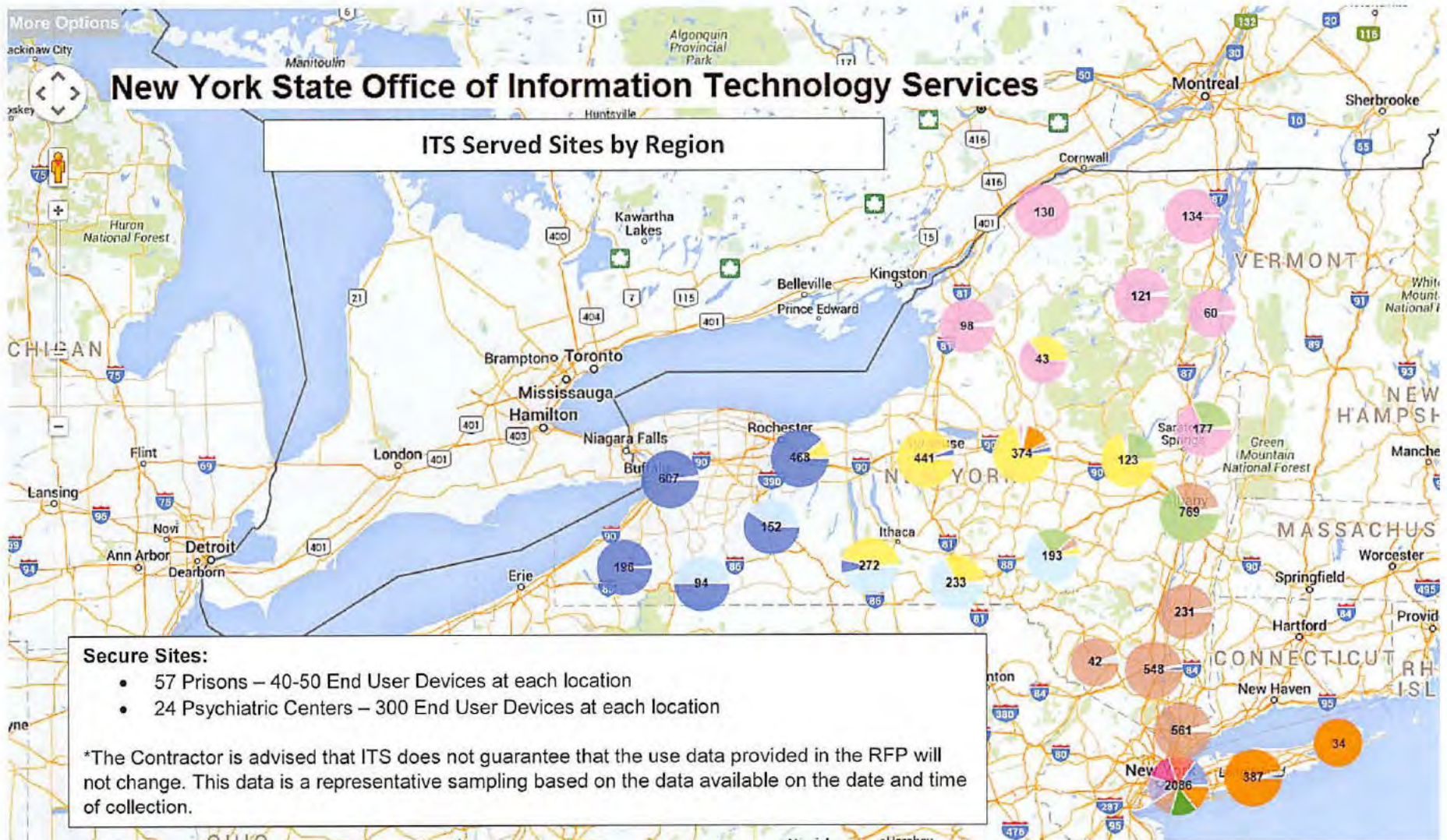
After Hours includes all Incidents Opened on Saturday, Sunday and Legal Holidays and Monday through Friday from 5:00pm to 7:00am

### Incidents Opened During Business Hours

Incidents Opened During Business Hours														
Month	Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average
November 2014	0	0	7,517	1,879	5,335	1,333	6,764	1,691	5,363	1,340	5,305	1,326	0	0
December 2014	0	0	9,476	1,895	8,894	1,778	7,438	1,487	5,025	1,256	5,302	1,325	0	0
January 2015	0	0	5,804	1,451	7,165	1,791	7,276	1,819	7,002	1,400	7,332	1,466	0	0
February 2015	0	0	4,526	1,131	7,105	1,776	7,082	1,770	6,693	1,673	5,751	1,437	0	0
March 2015	0	0	10,123	2,024	9,967	1,993	7,291	1,822	7,223	1,805	6,266	1,566	0	0
April 2015	0	0	8,124	2,031	8,016	2,004	9,641	1,928	9,436	1,887	6,715	1,678	0	0
May 2015	0	0	6,083	1,520	7,944	1,986	7,786	1,946	7,219	1,804	7,721	1,544	0	0
June 2015	0	0	10,336	2,067	10,124	2,024	7,530	1,882	6,778	1,694	6,204	1,551	0	0
July 2015	0	0	8,101	2,025	8,014	2,003	9,663	1,932	8,903	1,780	6,932	1,386	0	0
August 2015	0	0	10,024	2,004	7,801	1,950	7,820	1,955	7,329	1,832	6,590	1,647	0	0
September 2015	0	0	6,377	1,594	9,799	1,959	9,932	1,986	7,425	1,856	6,386	1,596	0	0
October 2015	0	0	6,995	1,748	9,102	2,275	8,874	2,218	10,601	2,120	9,674	1,934	0	0
Does not include counts for Legal Holidays														

## All Opened Incidents

All Opened Incidents														
Month	Sunday		Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average	Total	Average
November 2014	612	122	7,958	1,989	5,928	1,482	7,141	1,785	5,703	1,425	5,635	1,408	470	94
December 2014	398	99	10,040	2,008	9,466	1,893	7,898	1,579	5,399	1,349	5,599	1,399	370	92
January 2015	458	114	6,438	1,609	7,583	1,895	7,667	1,916	7,488	1,497	7,771	1,554	389	77
February 2015	453	113	4,958	1,239	7,648	1,912	7,531	1,882	7,095	1,773	6,057	1,514	452	113
March 2015	596	119	10,784	2,156	10,620	2,124	7,770	1,942	7,618	1,904	6,568	1,642	408	102
April 2015	389	97	8,587	2,146	8,589	2,147	10,255	2,051	9,888	1,977	7,059	1,764	392	98
May 2015	415	83	6,592	1,648	8,402	2,100	8,250	2,062	7,576	1,894	8,160	1,632	484	96
June 2015	1,066	266	11,120	2,224	10,795	2,159	7,986	1,996	7,163	1,790	6,629	1,657	772	193
July 2015	498	124	8,542	2,135	8,437	2,109	10,162	2,032	9,601	1,920	7,287	1,457	373	93
August 2015	533	106	10,547	2,109	8,231	2,057	8,192	2,048	7,760	1,940	6,917	1,729	518	103
September 2015	371	92	6,810	1,702	10,360	2,072	10,517	2,103	7,811	1,952	6,722	1,680	430	107
October 2015	368	92	7,510	1,877	9,477	2,369	9,262	2,315	11,164	2,232	10,412	2,082	734	146



# ***Appendix N***

## ***Change Request Form***



**Appendix N  
Change Request Form**

<b>1. Description of Requested Change:</b>
<b>2. Reason/Justification for Change:</b>
<b>3. Additional or Deleted Tasks or Deliverables Required by Change:</b>
<b>4. Additional or Deleted Cost and/or Timeframes Required by Change:</b>

The signatures below represent that the New York State Office of Information Technology Services and **(insert Bidder/vendor company name)** are in agreement with the above change(s) to the project deliverables for the ITS Service Desk Support and End User Break-Fix Support Services, C000382.

New York State Office of Information Technology Services	(insert Bidder/vendor company name)
Name (Print):	Name (Print):
Signature:	Signature:
Title:	Title:
Date:	Date:

## ***Appendix O – Average Age of Personal Computers***

<b>Year</b>	<b>% of Fleet</b>
1999	0.031%
2000	0.063%
2001	0.010%
2002	0.147%
2003	0.955%
2004	0.651%
2005	1.700%
2006	3.537%
2007	3.044%
2008	6.781%
2009	9.867%
2010	3.13%
2011	11.66%
2012	19.79%
2013	27.77%
2014	6.48%
2015	4.38%

# EQUAL EMPLOYMENT OPPORTUNITY - WORK FORCE EMPLOYMENT UTILIZATION/DIVERSITY COMPLIANCE REPORT

(Instructions on Page 2)

Contractor's Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

Federal ID No.: \_\_\_\_\_ SFS Vendor ID: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

Contract No(s): \_\_\_\_\_

Report includes -Please select one from the options below:

Reporting Entity - Please select one from the options below:

☐ Work force utilized on this contract☐ Contractor☐ Jan. 1 - Mar. 31☐ Jul. 1 - Sep. 30☐ Contractor/Subcontractor's total work force☐ Subcontractor☐ Apr. 1 - Jun. 30☐ Oct. 1 - Dec. 31

Job Categories	Total Work Force	Race/Ethnicity - report employees in only one category													
		Hispanic or Latino		Not-Hispanic or Latino											
		Male	Female	Male						Female					
				White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races
Executive/Senior Level Officials and Managers															
First/Mid-Level Officials and Managers															
Professionals															
Technicians															
Sales Workers															
Administrative Support Workers															
Craft Workers															
Operatives															
Laborers and Helpers															
Service Workers															
TOTAL															

PREPARED BY (Signature): \_\_\_\_\_

DATE: \_\_\_\_\_

NAME AND TITLE OF PREPARER: \_\_\_\_\_

TELEPHONE/EMAIL: \_\_\_\_\_

(print or type)



## EQUAL EMPLOYMENT OPPORTUNITY - WORK FORCE EMPLOYMENT UTILIZATION/DIVERSITY COMPLIANCE REPORT

### INSTRUCTIONS

**General Instructions:** The work force utilization/compliance report (EEO 101) is to be submitted on a quarterly basis during the life of the contract to report the actual work force utilized in the performance of the contract broken down by the specified categories. When the work force utilized in the performance of the contract can be separated out from the contractor's or subcontractor's total work force, the contractor or subcontractor shall submit a Utilization Report of the work force utilized on the contract. When the work force to be utilized on the contract cannot be separated out from the contractor's or subcontractor's total work force, information on the contractor's total work force shall be included in the Utilization Report. Utilization reports are to be completed for the quarters ended 3/31, 6/30, 9/30, and 12/31 and submitted within 15 days of the end of each quarter. If there are no changes to the work force utilized on the contract during the reporting period, the contractor can submit a written statement of no change or submit a copy of the previously submitted report with the date and reporting period updated.

#### Instructions for Completing:

1. Enter the Solicitation or Contract number that this report applies to, along with the name, address, and federal ID number of the Contractor preparing the report.
2. Check off the appropriate box to indicate if the work force being reported is just for the contract or the Contractor's total work force.
3. Check off the appropriate box to indicate if the Contractor completing the report is the contractor or subcontractor.
4. Check off the box that corresponds to the reporting period for this report.
5. Enter the total work force by EEO job category. Break down the total work force by gender and race/ethnic background and enter under the heading Race/Ethnicity. Contact the Designated Contact(s) for the contract if you have any questions.
6. Enter the name, title, phone number and/or email address for the person completing the form. Sign and date the form in designated areas.

#### RACE/ETHNIC IDENTIFICATION

For purposes of this form CIO/OFT will accept the definitions of race/ethnic designations used by the federal Equal Employment Opportunity Commission (EEOC), as those definitions are described below or amended hereafter. (Be advised these terms may be defined differently for other purposes under NYS statutory, regulatory, or case law). Race/ethnic designations as used by the EEOC do not denote scientific definitions of anthropological origins. For the purposes of this report, an employee may be included in the group to which he or she appears to belong, identifies with, or is regarded in the community as belonging. The race/ethnic categories for this survey are:

- **Hispanic or Latino** - A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.
- **White (Not Hispanic or Latino)** - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
- **Black or African American (Not Hispanic or Latino)** - A person having origins in any of the black racial groups of Africa.
- **Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)** - A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- **Asian (Not Hispanic or Latino)** - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- **American Indian or Alaska Native (Not Hispanic or Latino)** - A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- **Two or More Races (Not Hispanic or Latino)** - All persons who identify with more than one of the above five races.

# QUARTERLY M/WBE COMPLIANCE REPORT

M/WBE 102 (v.2015.12.09es)

As evidence of the progress made toward achievement of the minority and women owned business enterprise (MWBE) Goal(s), contractor is required to complete and submit the following for each NYS-certified MWBE (please use additional sheets if necessary). Beginning THIRTY (30) days after a contract is awarded Quarterly MWBE Contractor Compliance Reports are due on Jan.15, April 15th, July 15th, and October 15th to report MWBE utilization for the preceding quarter.

## REPORTING PERIOD

April 1 – June 30	<input type="checkbox"/>	Oct. 1 – Dec. 31	<input type="checkbox"/>
July 1 – Sept. 30	<input type="checkbox"/>	Jan. 1 – Mar. 31	<input type="checkbox"/>

### Contract Overview

Offeror/Contractor Name: _____	Telephone: _____	M/WBE NYS Certified Firm?
Address _____	Federal ID No: _____ SFS Vendor ID: _____	<input type="checkbox"/> Y If Yes, proceed to box A
City, State, Zip: _____	Solicitation No: _____	<input type="checkbox"/> N If No, proceed to box B

Please place the name of your company in Box A only if you are a NYS-Certified M/WBE and include quarterly contract payments received.

<b>A Name:</b> _____	Actual CIO/OFT Contract payment(s) received by the NYS-Certified M/WBE Contractor during the reporting period:	\$ _____
FEIN: _____ SFS Vendor ID: _____		
<input type="checkbox"/> MBE <input type="checkbox"/> DUAL	Actual total of payments made over the life of this contract:	\$ _____
<input type="checkbox"/> WBE		

In boxes B thru E, please include quarterly expenditures your company made to NYS-certified M/WBE companies only. Check the DIRECT box for expenditures required to meet CIO/OFT Contract obligations, and INDIRECT box for expenditures not specific to contract obligations.

<b>B Name:</b> _____	Actual payment(s) made to the NYS-Certified M/WBE Contractor during the reporting period:	\$ _____
FEIN: _____ SFS Vendor ID: _____		
<input type="checkbox"/> MBE <input type="checkbox"/> DUAL <input type="checkbox"/> DIRECT	Actual total of payments made over the life of this contract:	\$ _____
<input type="checkbox"/> WBE <input type="checkbox"/> INDIRECT	Description of Work: _____	
	Dates of Services: _____	

<b>C Name:</b> _____	Actual payment(s) made to the NYS-Certified M/WBE Contractor during the reporting period:	\$ _____
FEIN: _____ SFS Vendor ID: _____		
<input type="checkbox"/> MBE <input type="checkbox"/> DUAL <input type="checkbox"/> DIRECT	Actual total of payments made over the life of this contract:	\$ _____
<input type="checkbox"/> WBE <input type="checkbox"/> INDIRECT	Description of Work: _____	
	Dates of Services: _____	



# QUARTERLY M/WBE COMPLIANCE REPORT

M/WBE 102 (v.2015.12.09es)

In boxes B thru E, please include quarterly expenditures your company made to NYS-certified M/WBE companies only. Check the DIRECT box for expenditures required to meet CIO/OFT Contract obligations, and INDIRECT box for expenditures not specific to contract obligations.

<b>D Name:</b> _____ <b>FEIN:</b> _____ <input type="checkbox"/> MBE <input type="checkbox"/> DUAL <input type="checkbox"/> DIRECT <input type="checkbox"/> WBE <input type="checkbox"/> INDIRECT		<b>SFS Vendor ID:</b> _____ Actual payment(s) made to the NYS-Certified M/WBE Contractor during the reporting period: \$ _____ Actual total of payments made over the life of this contract: \$ _____ Description of Work: _____ Dates if Services: _____
<b>E Name:</b> _____ <b>FEIN:</b> _____ <input type="checkbox"/> MBE <input type="checkbox"/> DUAL <input type="checkbox"/> DIRECT <input type="checkbox"/> WBE <input type="checkbox"/> INDIRECT		<b>SFS Vendor ID:</b> _____ Actual payment(s) made to the NYS-Certified M/WBE Contractor during the reporting period: \$ _____ Actual total of payments made over the life of this contract: \$ _____ Description of Work: _____ Dates of Services: _____

- ☐ I hereby affirm that the information supplied in this quarterly compliance report is true and correct to the best of my knowledge.
- ☐ I hereby affirm that the information supplied in the previous quarterly report is true and correct. If not, attached is a revised compliance report for the previous quarter.

SUBMISSION OF THIS FORM CONSTITUTES THE OFFEROR/CONTRACTOR'S ACKNOWLEDGEMENT AND AGREEMENT TO COMPLY WITH THE M/WBE REQUIREMENTS SET FORTH UNDER NYS EXECUTIVE LAW, ARTICLE 15-A, 5 NYCRR PART 142, AND THE ABOVE REFERENCED SOLICITATION. FAILURE TO SUBMIT COMPLETE AND ACCURATE INFORMATION MAY RESULT IN A FINDING OF NONCOMPLIANCE AND/OR TERMINATION OF THE CONTRACT.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

Title \_\_\_\_\_

Email \_\_\_\_\_ Telephone \_\_\_\_\_

Sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

\_\_\_\_\_  
Notary Public

Seal: \_\_\_\_\_

FOR AUTHORIZED USE ONLY	
Reviewed by:	_____
Date Received:	_____

## ***Appendix R– Example Alert Monitoring Support Notes***

Example of the monitoring activities are described in the Support Notes below.

### **1.1 TIP - TIVOLI INTEGRATED PORTAL (OMNIBUS) MONITORING SUPPORT NOTES**

Configuration Item: By Server name

#### **Procedure**

1. An alert appears on the Tivoli console. The following type of things may happen when you are watching alerts and may require special attention.
  - Auto Acknowledge: Sometimes an alert will get automatically acknowledged by the system when you are in the middle of creating a ticket.
    - If the ticket has been referred to a resolver, then continue with the ticket creation process.
    - If the ticket has not been referred to a resolver, then do not create a ticket.
  - Health Check: Tivoli Integrated Portal (Omnibus) sends out health checks every 20 minutes, so you can verify that monitoring tool is functioning properly.
    - If the health check alerts are being sent, then do not create a ticket.
    - If the health check alerts are not being sent, then follow the procedure for a TIP - Tivoli Integrated Portal (Omnibus) application issue.
2. Check to see if this alert is due to scheduled maintenance  
If the alert is part of scheduled maintenance, then do not create a ticket.
  - If the alert is not part scheduled maintenance, then create a ticket.Select the "Information" option and the "Server Demographics" option.
  - Short Description: TEC ALERT
  - Server Name: (Found using: Server Demographics option or Information option > Fields Tab > Node)
  - TEC Alert: (Found using: Information option > Fields Tab > Summary)
  - Time Alert Acknowledged: (Found using: Information option > Journal Tab)
  - Additional Comments:
  - Agencies Affected:
3. Determine the priority of the ticket by following the alert type matrix.

Alert Type	UPS Alert	\$\$ Alert	Non-\$\$ Alert
Major	Priority of 2	Priority 2	Priority 2
Critical	Priority of 2	Priority 2	Priority 2

### **SCOM MONITORING SUPPORT NOTES**

This is the procedure for monitoring, ticket creation and reaction to this system which monitors windows servers at CNSE

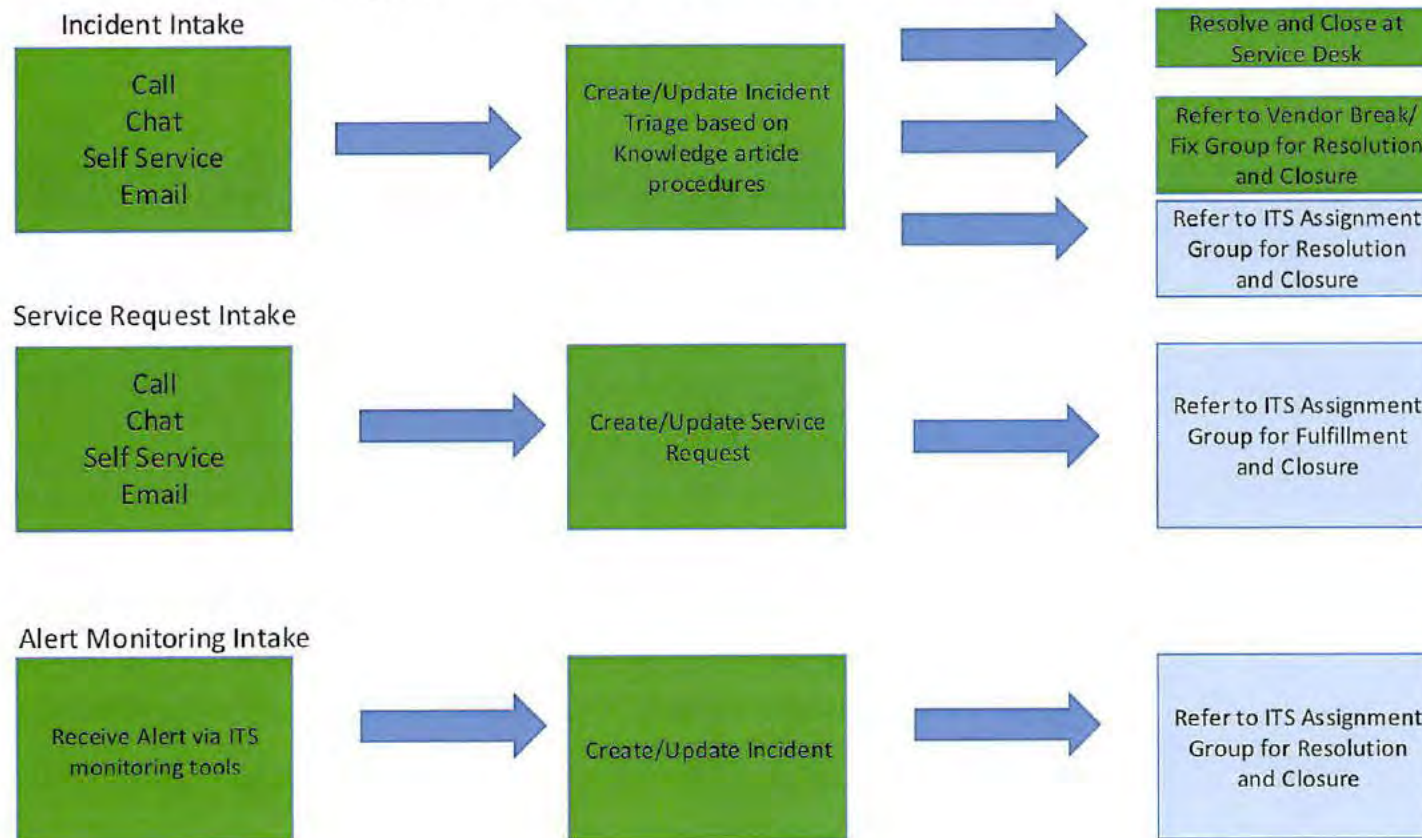
\*Note: Wait 10 minutes after the alarm is generated to open the ticket, some alarms will clear in that time.

1. Ticket information
  - Short description –(Insert Server name) down in SCOM

- Discovered by monitoring
- 2. Action taken based on time of day and contract:
  - Silver Support Acknowledge Alert No ticket needed
  - Determine if it is gold or platinum service, depending on service plan you create ticket and assign appropriate Severity level and place call to appropriate resolvers groups.
  - During normal business
    - Contract = Gold
    - Priority = 2
    - Place call = Yes

## Appendix S

### High Level Process Overview





## Appendix T: Estimated Volumes

ITS does not warranty that the information and data provided in the RFP is entirely accurate, and therefore it is subject to change. The Estimated Volume data in Appendix T is an estimate or a representative sampling based on the data available on the date and time of collection.

Description	Estimated Volume
Annual Interactions - last 12 months	Approximately - 1,440,000  Total Service Requests - 792,000 Password Reset Requests: <ul style="list-style-type: none"><li>• End Users - 422,000</li><li>• Ny.gov ID Citizens – 28,000</li></ul> Total Incidents - 648,000
Number of Active O365 End Users	115,089
Number of VIP End Users	200
Transaction Handling	Currently approximately 864,000 of the transactions can be handled by End User Services desk staff and 576,000 are passed on to other ITS assignment groups.
EO 26 Translation Services	37 calls for a total of 385 minutes during the past year translated into Chinese, Creole, Italian, Korean, Russian and Spanish languages.
Alerts	Currently there are approximately 17,000 to 34,000 alerts discovered by monitoring annually.
Devices to be supported - Current	PCs/Laptops – 147,500 Zero / thin clients – 2,500 Mobile Devices – 28,000 Printers – 15,000



Description	Estimated Volume
	Estimate of annual volume of visits per year to replace end-user equipment statewide – 10,000
Devices to be supported - Next 12 months -	PCs/Laptops – 137,500 Zero / thin clients – 12,500 Mobile Devices – 28,000 Printers – 15,000

## Appendix U – List of Service Now Modules

The list of ServiceNow modules in use in ITS production instance.

- ❖ Incident Management
- ❖ Change Management
- ❖ Problem Management
- ❖ Release Management
- ❖ Project Management
- ❖ Service Catalog/Request
- ❖ Knowledge Management
- ❖ Configuration Management Database
- ❖ HR Management
- ❖ Time Management
- ❖ SLA Management

## Appendix V - List of Supported Agencies and Staff Count

Agency	Licenses
Adirondack Park Agency	68
Aging, Office for	105
Agriculture and Markets, Department of	586
Arts, Council on	45
Authorities Budget Office	15
Board of Elections	102
Budget, Division of	286
Buffalo Fiscal Stability Authority	6
Children and Families, Council on	29
Civil Service, Department of	401
Criminal Justice Services, Division of	528
CSEA Partnership	32
Department of Environmental Conservation	4,167
Department of Financial Services	1,579
Department of Health	5,790
Department of Labor	3,649
Department of Motor Vehicles	2,236
Department of Public Service	565
Department of State	598
Department of Taxation and Finance	5,474
Department of Transportation	7,929
Department of Corrections and Community Supervision	13,927
Developmental Disabilities Planning Council	26
Division of Homeland Security and Emergency Services	1,631
Division of Military and Naval Affairs	60
Division of State Police	6,083
Division of Tax Appeals	29
Division of Veterans Affairs	86
eLicensing	0
Empire State Development	584
Employee Assistance Program	20
Environmental Facilities Corporation	114
Erie County Fiscal Stability Authority	4
Governor's Office of Employee Relations	90
HHS -- County Offices	13,391
HHS -- County Offices	1,081
Higher Education Services Corporation	275
Hudson River Greenway	9

## Appendix V - List of Supported Agencies and Staff Count

Agency	Licenses
Information Technology Services	5,889
Joint Commission on Public Ethics	72
Justice Center	528
Labor-Management Committees	2
Moreland Commission	1
Nassau County Interim Finance Authority	6
New York Guard	89
New York Sandy Help	629
New York State Energy Research and Development Authority	495
New York State Military Museum	0
New York Volunteers	0
New York Works	3
NY Board of Sex Offender Examiners	10
NY Deferred Compensation Plan	5
NY State Homes and Community Renewal	1,355
NYS Gaming Commission	548
Office for People with Developmental Disabilities	22,381
Office for Prevention of Domestic Violence	31
Office for Victim Services	77
Office of Alcoholism and Substance Abuse Services	931
Office of Children and Family Services	4,859
Office of General Services	2,091
Office of Indigent Legal Services	19
Office of Mental Health	14,474
Office of Temporary & Disability Assistance	1,241
Office of the Medicaid Inspector General	645
Parks, Recreation and Historic Preservation	2,508
Roosevelt Island Operating Corporation	53
Sage Commission	13
State Commission of Correction	33
State Financial Services	237
State Liquor Authority	153
Storm Recovery NY	432
Workers Compensation Board	1,308
	<b>132,718</b>

Please note, the organizational structure of the state may change from time to time, including the possibility that agencies may merge, or new agencies may be created.

## *Appendix W – Deliverable Acceptance Form*

<b>DELIVERABLE ACCEPTANCE FORM FOR:</b> ITS Service Desk Support and End User Field Support Services		<b>Date:</b>	
<b>Vendor Name    Statement of Submission</b>			
<i>Detailed description of items for Acceptance</i>			
<b>Vendor Details</b>			
<b>Submitted by:</b> Name Title			
<b>Signature of</b> <i>Vendor</i>			
<b>Date Delivered</b>			
<b>Change Order Details, if applicable</b>			
<b>Change Order #</b>	<b>Description</b>	<b>Date approved</b>	<b>Comments</b>
<b>NYS Statement of Acceptance</b>			
<input type="checkbox"/> Accepted <input type="checkbox"/> Accepted with Exceptions <input type="checkbox"/> Not Accepted			
<b>Exceptions or Reason for Rejection:</b>			
<b>Accepted by:</b> Name Title			
<b>Signature:</b>			<b>Date:</b>



## **Appendix X –Startup Plan Milestone Deliverables**

### **Mandatory Tasks**

The Start-Up plan must include a detailed proposed Start-Up schedule to complete all of the requirements of this RFP. All critical milestones, deliverables, tasks, resources, timeframes, dependencies and the schedules' critical path must be clearly delineated within the Start-Up project schedule. The Start-Up project must include, at a minimum, the milestone deliverable specified below. Bidders are expected to use their experience with similar projects to make recommendations on the required tasks and schedule.

- Business Process and Workflow Details Documentation
- Staffing Plan
- Staff Background Checks and Mandated Training
- Contractor Phone system/IVR/ACD configuration
- Network connectivity to New York State
- Remote access setup and credentials
- Configure Roles and Permissions in ServiceNow
- Configure required SLR reports in ServiceNow and Call Management System (CMS)
- New York State specific application training
- Systems and Process Test planning
- Systems and Process Testing and acceptance
- Standard procedures
- Emergency Task Order Form and procedures

***NY State Office for Information Technology  
Services (ITS)***

***ITS Service Desk Support and End User Break-Fix  
Support Services  
Support RFP #C000382***

***RFP Attachment 1 – Proposal Checklist***

## ATTACHMENT 1 – PROPOSAL CHECKLIST

Checklist Item	Page # in Submission
<input type="checkbox"/> Submitted before the deadline established in the RFP and includes:	
<input type="checkbox"/> Financial/Administrative Proposal	
<input type="checkbox"/> Six (6) appropriately labeled original paper copy sets of the Financial/Administrative Proposal	
<input type="checkbox"/> Each hard copy of the Financial/Administrative Proposal should include a cover sheet labeled "Financial/Administrative Proposal," and be labeled with the official name of the Bidder's organization, the name of the RFP, and the number of the RFP. (If any part is submitted in a loose-leaf binder, this information should appear on the spine of the binder as well.)	
<input type="checkbox"/> Two (2) corresponding searchable electronic media copies on USB 2- or 3-compliant Flash Drives labeled "Vendor name RFP# C000382 – Fin./Admin."	
Each Financial/Administrative Proposal includes:	
<input type="checkbox"/> Completed and Signed "Attachment 1 - Proposal Checklist"	
<input type="checkbox"/> Completed, signed and notarized by Primary Contractor: Vendor Responsibility Questionnaire For-Profit Business Entity Note: Submit either paper copy or proof of online submission. (Attachment 3)	
<input type="checkbox"/> Completed, signed and notarized by <u>each and every</u> Subcontractor that is expected to receive income valued at \$100,000 or more over the term of the agreement: Vendor Responsibility Questionnaire For-Profit Business Entity Note: Submit either paper copy or proof of online submission. (Attachment 3)	
<input type="checkbox"/> Completed and signed "Attachment 4 – NYS Required Certifications"	
<input type="checkbox"/> Completed "Attachment 5 – Encouraging Use of NYS Businesses in Contract Performance," along with any supporting documentation	
<input type="checkbox"/> Completed, signed, and notarized "Attachment 6 - Contractor Certification to Covered Agency, ST-220-CA"	
<input type="checkbox"/> Completed "Attachment 7 - Bidder Firm Information"	
<input type="checkbox"/> Completed and signed "Attachment 8 – Financial Proposal Workbook"	
<input type="checkbox"/> Completed and signed EEO 100 – Equal Employment Opportunity Staffing Plan (Attachment 9)	
<input type="checkbox"/> Completed and signed MWBE 100 - MWBE Utilization Plan (Attachment 10)	
<input type="checkbox"/> Workers' Compensation Requirements under WCL § 57: Completed Workers Compensation Coverage Form (Attachment 11):	
• C-105.2 (Certificate of NYS Workers' Compensation Insurance Coverage): Contact your insurance carrier or licensed NYS insurance agent for this form OR	
• U-26.3 (NY State Insurance Fund Certificate of Workers' Compensation Coverage) Available from the NYS Insurance Fund OR	
• SI-12 (Affidavit Certifying That Compensation Has Been Secured):	

<p>Board-approved self-insurers must obtain this form from Board's Self-Insurance Office OR</p> <ul style="list-style-type: none"> <li>• GSI-105.2 (Certificate of Participation in Workers' Compensation Group Board-Approved Self-Insurance): Employers must obtain this form from their group self-insurance administrator; OR</li> <li>• WC/DB CE-200, Certificate of Attestation of Exemption from New York State Workers Compensation and/or Disability Benefits Coverage. Request through the Workers' Compensation Board website.</li> </ul>	
<p><input type="checkbox"/> Disability Benefits Requirements under WCL § 220(8): Completed Disability Benefits Coverage Form (Attachment 11):</p> <ul style="list-style-type: none"> <li>• DB-120.1 (Certificate of Insurance Coverage Under The NYS Disability Benefits Law): Contact your insurance carrier or licensed NYS insurance agent for this form OR</li> <li>• DB-155 (Compliance With Disability Benefits Law): Board-approved self-insured employers must obtain this form from Board's Self-Insurance Office OR</li> <li>• WC/DB CE-200, Certificate of Attestation of Exemption from New York State Workers Compensation and/or Disability Benefits Coverage: Request through the Workers' Compensation Board website.</li> </ul>	
<p><input type="checkbox"/> Completed, signed and notarized Confidentiality and Non-Disclosure Agreement (Attachment 12)</p>	
<p><input type="checkbox"/> Completed, Signed, and Notarized Firm Offer Letter and Conflict of Interest Disclosure (Attachment 13)</p>	
<p><input type="checkbox"/> Completed "Attachment 15 - Lobbying Forms All-in-One"</p> <ul style="list-style-type: none"> <li>• Completed and signed Offerer's Affirmation of Understanding of and Agreement pursuant to State Finance Law §139-j (3) and §139-j (6) (b)</li> <li>• Completed and signed Offerer Disclosure of Prior Non-Responsibility Determinations</li> </ul>	
<p><input type="checkbox"/> Completed "Attachment 20- Extraneous Terms Template" (if applicable)</p>	
<p><input type="checkbox"/> Completed-"Attachment 21- Minority and Women-Owned Business Enterprises and Equal Employment Opportunity Policy Statement (Form # 4)"</p>	
<p><input type="checkbox"/> Technical Proposal</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Twelve (12) bound appropriately labeled original paper copy sets of the Technical Proposal (one of which must contain original notarized signatures)</li> <li><input type="checkbox"/> Each hard copy of the Technical Proposal should include a cover sheet labeled "Technical Proposal," and labeled with the official name of the Bidder's organization, the name of the RFP, and the number of the RFP. (If any part is submitted in a loose-leaf binder, this information should appear on the spine of the binder as well.)</li> <li><input type="checkbox"/> Two (2) corresponding searchable electronic media copies on USB 2- or 3-compliant Flash Drives labeled "Vendor name RFP# C000382 – Technical"</li> <li><input type="checkbox"/> Completed and Signed "Attachment 1 – Proposal Checklist"</li> </ul>	

<input type="checkbox"/> Completed, Signed, and Notarized "Attachment 13 - Firm Offer Letter and Conflict of Interest Disclosure"	
<input type="checkbox"/> Completed "Attachment 17 - Mandatory Eligibility Qualifications Form"	
<input type="checkbox"/> Completed "Attachment 18 – Technical Proposal Form"	
Part 1 - Technical Proposal Overview includes:	
<input type="checkbox"/> Executive Summary	
<input type="checkbox"/> Comprehensive Table of Contents	
Part 2 - Bidder's Experience includes:	
<input type="checkbox"/> Corporate/Business Background Information of Primary Bidder	
<input type="checkbox"/> Corporate/Business Background Information of Subcontractor	
<input type="checkbox"/> Past Performance and Experience	
<input type="checkbox"/> History of Working with Proposed Subcontractor	
Part 3 - Engagement Approach includes:	
<input type="checkbox"/> Proposed Approach for ITS Service Desk Support	
<input type="checkbox"/> Proposed Approach for End User Break/Fix Support	
<input type="checkbox"/> General	
<input type="checkbox"/> Customer Satisfaction	
<input type="checkbox"/> Training	
<input type="checkbox"/> Start-Up Plan	
<input type="checkbox"/> Risk Management Plan	
<input type="checkbox"/> Quality Management Plan	
<input type="checkbox"/> Change Management Plan	
Part 4 - Key Personnel and Staffing includes:	
<input type="checkbox"/> Key Personnel Resumes	
<input type="checkbox"/> Staffing Plan	
Part 5 – Site Visit Facility Information includes:	
<input type="checkbox"/> Site Visit Facility Information	
<input type="checkbox"/> Completed "Attachment 19 - Requirements Verification and Traceability Matrix"	
<input type="checkbox"/> Completed "Attachment 20- Extraneous Terms Template" (if applicable)	
<input type="checkbox"/> No cost data is included in the Technical Proposal	

\* Should there be a discrepancy between the electronic media and the original hard copy, the hard copy takes precedent.

I certify, with my signature below, that all required and requested information listed above is completed and included in this bid submission.

Authorized Signature:

Date:

Print Name and Title:

Company represented:





**RFP C000382 Attachment 1A**

**feNYS Office of Information Technology Services**  
its.sm.ITS\_BIDS@its.ny.gov

**MANDATORY INTENT TO BID**

**PROCUREMENT NAME: C000382 ITS Service Desk Support and End User Break-Fix Support Services**

**(Note: all vendors submitting Intent to Bid must have had a registered representative in attendance and officially signed in at the Mandatory Pre-Bid Conference)**

**Authorized Contact:** \_\_\_\_\_  
(Entity Contact Name)

**Contact E-MAIL:** \_\_\_\_\_

\_\_\_\_\_  
(Contractor Name)  
**Intends to Submit Bid** \_\_\_\_\_

**Will not be submitting Bid** \_\_\_\_\_ **For the following reason(s):**

\_\_\_\_\_  
\_\_\_\_\_

**Authorized Vendor Signatory :** \_\_\_\_\_ **( must be notarized)**

**INDIVIDUAL, CORPORATION, PARTNERSHIP, OR LLC ACKNOWLEDGMENT**

**STATE OF** \_\_\_\_\_ }  
\_\_\_\_\_ } **SS.:**  
**COUNTY OF** \_\_\_\_\_ }

On the \_\_\_\_ day of \_\_\_\_ in the year 201\_ before me personally appeared \_\_\_\_\_, known to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose and say that \_he maintains an office in \_\_\_\_\_, and further that:

**[Check One]**

- ☐ **If an individual):** \_he executed the foregoing instrument in his/her name and on his/her own behalf.
- ☐ **If a corporation):** \_\_\_\_\_ is the \_\_\_\_\_ of \_\_\_\_\_, the corporation described in said instrument; that, by authority of the Board of Directors of said corporation, \_\_\_\_\_ is authorized to execute the foregoing instrument on behalf of the corporation for purposes set forth therein; and that, pursuant to that authority, \_\_\_\_\_ executed the foregoing instrument in the name of and on behalf of said corporation as the act and deed of said corporation.
- ☐ **If a partnership):** \_\_\_\_\_ is the \_\_\_\_\_ of \_\_\_\_\_, the partnership described in said instrument; that, by the terms of said partnership, \_\_\_\_\_ is authorized to execute the foregoing instrument on behalf of the partnership for purposes set forth therein; and that, pursuant to that authority, \_\_\_\_\_ executed the foregoing instrument in the name of and on behalf of said partnership as the act and deed of said partnership.
- ☐ **If a limited liability company):** \_\_\_\_\_ is a duly authorized member of \_\_\_\_\_ LLC, the limited liability company described in said instrument; that \_\_\_\_\_ is authorized to execute the foregoing instrument on behalf of the limited liability company for purposes set forth therein; and that, pursuant to that authority, \_\_\_\_\_ executed the foregoing instrument in the name of and on behalf of said limited liability company as the act and deed of said limited liability company.

\_\_\_\_\_  
**Notary Public**  
**Registration No.**

**RETURN THIS PAGE AS PART OF Intent to Bid**

# **Attachment 1B**

## **Pre-Bid Conference Registration Form**

## ***Attachment 1B***

### ***Pre-Bid Conference Registration Form***

Vendor representatives seeking to attend the mandatory Pre-Bid Conference must pre-register by submitting a completed Pre-Bid Conference Registration Form for receipt by the ITS Sole Designated Contact by the date and time specified in the RFP Calendar of Events. The below named representatives plan to attend the Pre-Bid Conference for the ITS Service Desk Support and End User Break-Fix Support Services, C000382, Request for Proposals.

Name of Business: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

**RFP C000328 - ITS Service Desk Support and End User Break-Fix Support Services**

## Attachment 2 - Inquiries Template

**Company Name**

List your inquiries about RFP C000328 - ITS Service Desk, End User Field Support and Operations Support using the format below. All inquiries will be answered and posted at the URL listed on the Cover Page of this RFP. Please be clear with your inquiry(s) and list the applicable RFP document name and section number which your inquiry refers to. If your inquiry does not refer to a particular RFP Section then list it as "General".

RFP Section Name

Section Number

## Inquiry

Date and Time

[illegible]



## NEW YORK STATE VENDOR RESPONSIBILITY QUESTIONNAIRE FOR-PROFIT BUSINESS ENTITY

You have selected the For-Profit Non-Construction questionnaire which may be printed and completed in this format or, for your convenience, may be completed online using the New York State VendRep System.

### COMPLETION & CERTIFICATION

The person(s) completing the questionnaire must be knowledgeable about the vendor's business and operations. An owner or officer must certify the questionnaire and the signature must be notarized.

### NEW YORK STATE VENDOR IDENTIFICATION NUMBER (VENDOR ID)

The Vendor ID is a ten-digit identifier issued by New York State when the vendor is registered on the Statewide Vendor File. This number must now be included on the questionnaire. If the business entity has not obtained a Vendor ID, contact the IT Service Desk at [ITServiceDesk@osc.state.ny.us](mailto:ITServiceDesk@osc.state.ny.us) or call 866-370-4672.

### DEFINITIONS

All underlined terms are defined in the "New York State Vendor Responsibility Definitions List," found at [www.osc.state.ny.us/vendrep/documents/questionnaire/definitions.pdf](http://www.osc.state.ny.us/vendrep/documents/questionnaire/definitions.pdf). These terms may not have their ordinary, common or traditional meanings. Each vendor is strongly encouraged to read the respective definitions for any and all underlined terms. By submitting this questionnaire, the vendor agrees to be bound by the terms as defined in the "New York State Vendor Responsibility Definitions List" existing at the time of certification.

### RESPONSES

Every question must be answered. Each response must provide all relevant information which can be obtained within the limits of the law. However, information regarding a determination or finding made in error which was subsequently corrected is not required. Individuals and Sole Proprietors may use a Social Security Number but are encouraged to obtain and use a federal Employer Identification Number (EIN).

### REPORTING ENTITY

Each vendor must indicate if the questionnaire is filed on behalf of the entire Legal Business Entity or an Organizational Unit within or operating under the authority of the Legal Business Entity and having the same EIN. Generally, the Organizational Unit option may be appropriate for a vendor that meets the definition of "Reporting Entity" but due to the size and complexity of the Legal Business Entity, is best able to provide the required information for the Organizational Unit, while providing more limited information for other parts of the Legal Business Entity and Associated Entities.

### ASSOCIATED ENTITY

An Associated Entity is one that owns or controls the Reporting Entity or any entity owned or controlled by the Reporting Entity. However, the term Associated Entity does **not** include "sibling organizations" (i.e., entities owned or controlled by a parent company that owns or controls the Reporting Entity), unless such sibling entity has a direct relationship with or impact on the Reporting Entity.

### STRUCTURE OF THE QUESTIONNAIRE

The questionnaire is organized into eleven sections. Section I is to be completed for the Legal Business Entity. Section II requires the vendor to specify the Reporting Entity for the questionnaire. Section III refers to the individuals of the Reporting Entity, while Sections IV-VIII require information about the Reporting Entity. Section IX pertains to any Associated Entities, with one question about their Officials/Owners. Section X relates to disclosure under the Freedom of Information Law (FOIL). Section XI requires an authorized contact for the questionnaire information.



**NEW YORK STATE  
VENDOR RESPONSIBILITY QUESTIONNAIRE  
FOR-PROFIT BUSINESS ENTITY**

**I. LEGAL BUSINESS ENTITY INFORMATION**

Legal Business Entity Name*		EIN	
Address of the <u>Principal Place of Business</u> (street, city, state, zip code)		New York State Vendor Identification Number	
		Telephone ext.	Fax
Email		Website	
Additional <u>Legal Business Entity</u> Identities: If applicable, list any other <u>DBA</u> , <u>Trade Name</u> , <u>Former Name</u> , Other Identity, or <u>EIN</u> used in the last five (5) years and the status (active or inactive).			
Type	Name	EIN	Status
1.0 <u>Legal Business Entity</u> Type – Check appropriate box and provide additional information:			
<input type="checkbox"/> <u>Corporation</u> (including <u>PC</u> )		Date of Incorporation	
<input type="checkbox"/> <u>Limited Liability Company</u> (LLC or <u>PLLC</u> )		Date of Organization	
<input type="checkbox"/> <u>Partnership</u> (including <u>LLP</u> , <u>LP</u> or <u>General</u> )		Date of Registration or Establishment	
<input type="checkbox"/> <u>Sole Proprietor</u>		How many years in business?	
<input type="checkbox"/> Other		Date Established	
If Other, explain:			
1.1 Was the <u>Legal Business Entity</u> formed or incorporated in New York State?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If “No,” indicate jurisdiction where <u>Legal Business Entity</u> was formed or incorporated and attach a <u>Certificate of Good Standing</u> from the applicable jurisdiction or provide an explanation if a <u>Certificate of Good Standing</u> is not available.  <input type="checkbox"/> United States    State    _____ <input type="checkbox"/> Other            Country    _____			
Explain, if not available:			
1.2 Is the <u>Legal Business Entity</u> publicly traded?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If “Yes,” provide <u>CIK Code</u> or Ticker Symbol			
1.3 Does the <u>Legal Business Entity</u> have a <u>DUNS</u> Number?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If “Yes,” Enter <u>DUNS</u> Number			

\*All underlined terms are defined in the “New York State Vendor Responsibility Definitions List,” which can be found at [www.osc.state.ny.us/vendrep/documents/questionnaire/definitions.pdf](http://www.osc.state.ny.us/vendrep/documents/questionnaire/definitions.pdf).

**NEW YORK STATE  
VENDOR RESPONSIBILITY QUESTIONNAIRE  
FOR-PROFIT BUSINESS ENTITY**

**I. LEGAL BUSINESS ENTITY INFORMATION**

1.4 If the <u>Legal Business Entity's Principal Place of Business</u> is not in New York State, does the <u>Legal Business Entity</u> maintain an office in New York State? (Select "N/A," if <u>Principal Place of Business</u> is in New York State.)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
--	--

If "Yes," provide the address and telephone number for one office located in New York State.

1.5 Is the <u>Legal Business Entity</u> a New York State certified <u>Minority-Owned Business Enterprise</u> (MBE), <u>Women-Owned Business Enterprise</u> (WBE), <u>New York State Small Business</u> (SB) or a federally certified <u>Disadvantaged Business Enterprise</u> (DBE)? If "Yes," check all that apply: <input type="checkbox"/> New York State certified <u>Minority-Owned Business Enterprise</u> (MBE) <input type="checkbox"/> New York State certified <u>Women-Owned Business Enterprise</u> (WBE) <input type="checkbox"/> <u>New York State Small Business</u> (SB) <input type="checkbox"/> Federally certified <u>Disadvantaged Business Enterprise</u> (DBE)	<input type="checkbox"/> Yes <input type="checkbox"/> No
---	--

1.6 Identify Officials and Principal Owners, if applicable. For each person, include name, title and percentage of ownership. Attach additional pages if necessary. If applicable, reference to relevant SEC filing(s) containing the required information is optional.

Name	Title	Percentage Ownership (Enter 0% if not applicable)

**NEW YORK STATE  
VENDOR RESPONSIBILITY QUESTIONNAIRE  
FOR-PROFIT BUSINESS ENTITY**

## II. REPORTING ENTITY INFORMATION

2.0 The Reporting Entity for this questionnaire is:

Note: Select only one.

☐ Legal Business Entity

*Note: If selecting this option, "Reporting Entity" refers to the entire Legal Business Entity for the remainder of the questionnaire. (SKIP THE REMAINDER OF SECTION II AND PROCEED WITH SECTION III.)*

☐ Organizational Unit within and operating under the authority of the Legal Business Entity

SEE DEFINITIONS OF "REPORTING ENTITY" AND "ORGANIZATIONAL UNIT" FOR ADDITIONAL INFORMATION ON CRITERIA TO QUALIFY FOR THIS SELECTION.

*Note: If selecting this option, "Reporting Entity" refers to the Organizational Unit within the Legal Business Entity for the remainder of the questionnaire. (COMPLETE THE REMAINDER OF SECTION II AND ALL REMAINING SECTIONS OF THIS QUESTIONNAIRE.)*

### IDENTIFYING INFORMATION

a) Reporting Entity Name

Address of the Primary Place of Business (street, city, state, zip code)

Telephone

ext.

b) Describe the relationship of the Reporting Entity to the Legal Business Entity

c) Attach an organizational chart

d) Does the Reporting Entity have a DUNS Number?

☐ Yes ☐ No

If "Yes," enter DUNS Number

e) Identify the designated manager(s) responsible for the business of the Reporting Entity.

*For each person, include name and title. Attach additional pages if necessary.*

Name

Title



**NEW YORK STATE  
VENDOR RESPONSIBILITY QUESTIONNAIRE  
FOR-PROFIT BUSINESS ENTITY**

**INSTRUCTIONS FOR SECTIONS III THROUGH VII**

For each "Yes," provide an explanation of the issue(s), relevant dates, the government entity involved, any remedial or corrective action(s) taken and the current status of the issue(s). For each "Other," provide an explanation which provides the basis for not definitively responding "Yes" or "No." Provide the explanation at the end of the section or attach additional sheets with numbered responses, including the Reporting Entity name at the top of any attached pages.

**III. LEADERSHIP INTEGRITY**

*Within the past five (5) years, has any current or former reporting entity official or any individual currently or formerly having the authority to sign, execute or approve bids, proposals, contracts or supporting documentation on behalf of the reporting entity with any government entity been:*

3.0 <u>Sanctioned</u> relative to any business or professional permit and/or license?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Other
3.1 <u>Suspended, debarred, or disqualified</u> from any <u>government contracting process</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Other
3.2 The subject of an <u>investigation</u> , whether open or closed, by any <u>government entity</u> for a civil or criminal violation for any business-related conduct?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Other
3.3 Charged with a misdemeanor or felony, indicted, granted immunity, convicted of a crime or subject to a <u>judgment</u> for: a) Any business-related activity; or b) Any crime, whether or not business-related, the underlying conduct of which was related to truthfulness?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Other

For each "Yes" or "Other" explain:

**IV. INTEGRITY – CONTRACT BIDDING**

*Within the past five (5) years, has the reporting entity:*

4.0 Been <u>suspended</u> or <u>debarred</u> from any <u>government contracting process</u> or been <u>disqualified</u> on any government procurement, permit, license, concession, franchise or lease, including, but not limited to, <u>debarment</u> for a violation of New York State Workers' Compensation or Prevailing Wage laws or New York State Procurement Lobbying Law?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.1 Been subject to a denial or revocation of a government prequalification?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.2 Been denied a contract award or had a bid rejected based upon a <u>non-responsibility finding</u> by a <u>government entity</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.3 Had a low bid rejected on a <u>government contract</u> for failure to <u>make good faith efforts</u> on any <u>Minority-Owned Business Enterprise</u> , <u>Women-Owned Business Enterprise</u> or <u>Disadvantaged Business Enterprise</u> goal or <u>statutory affirmative action requirements</u> on a previously held contract?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.4 Agreed to a voluntary exclusion from bidding/contracting with a <u>government entity</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.5 Initiated a request to withdraw a bid submitted to a <u>government entity</u> in lieu of responding to an information request or subsequent to a formal request to appear before the <u>government entity</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No

For each "Yes," explain:



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**V. INTEGRITY – CONTRACT AWARD***Within the past five (5) years, has the reporting entity:*

5.0 Been <u>suspended</u> , cancelled or <u>terminated for cause</u> on any <u>government contract</u> including, but not limited to, a <u>non-responsibility finding</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.1 Been subject to an <u>administrative proceeding</u> or civil action seeking specific performance or restitution in connection with any <u>government contract</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
5.2 Entered into a formal monitoring agreement as a condition of a contract award from a <u>government entity</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No

For each "Yes," explain:

**VI. CERTIFICATIONS/LICENSES***Within the past five (5) years, has the reporting entity:*

6.0 Had a revocation, <u>suspension</u> or <u>disbarment</u> of any business or professional permit and/or license?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6.1 Had a denial, decertification, revocation or forfeiture of New York State certification of <u>Minority-Owned Business Enterprise</u> , <u>Women-Owned Business Enterprise</u> or federal certification of <u>Disadvantaged Business Enterprise</u> status for other than a change of ownership?	<input type="checkbox"/> Yes <input type="checkbox"/> No

For each "Yes," explain:

**VII. LEGAL PROCEEDINGS***Within the past five (5) years, has the reporting entity:*

7.0 Been the subject of an <u>investigation</u> , whether open or closed, by any <u>government entity</u> for a civil or criminal violation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.1 Been the subject of an indictment, grant of immunity, <u>judgment</u> or conviction (including entering into a plea bargain) for conduct constituting a crime?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.2 Received any OSHA citation and Notification of Penalty containing a violation classified as <u>serious or willful</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.3 Had a <u>government entity</u> find a willful prevailing wage or supplemental payment violation or any other willful violation of New York State Labor Law?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.4 Entered into a consent order with the New York State Department of Environmental Conservation, or received an enforcement determination by any <u>government entity</u> involving a violation of federal, state or local environmental laws?	<input type="checkbox"/> Yes <input type="checkbox"/> No
7.5 Other than previously disclosed: a) Been subject to fines or penalties imposed by <u>government entities</u> which in the aggregate total \$25,000 or more; or b) Been convicted of a criminal offense pursuant to any administrative and/or regulatory action taken by any <u>government entity</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No

For each "Yes," explain:



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**VIII. FINANCIAL AND ORGANIZATIONAL CAPACITY**

8.0 Within the past five (5) years, has the <u>Reporting Entity</u> received any <u>formal unsatisfactory performance assessment(s)</u> from any <u>government entity</u> on any contract?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If "Yes," provide an explanation of the issue(s), relevant dates, the <u>government entity</u> involved, any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.1 Within the past five (5) years, has the <u>Reporting Entity</u> had any <u>liquidated damages</u> assessed over \$25,000?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If "Yes," provide an explanation of the issue(s), relevant dates, contracting party involved, the amount assessed and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.2 Within the past five (5) years, have any <u>liens</u> or <u>judgments</u> (not including UCC filings) over \$25,000 been filed against the <u>Reporting Entity</u> which remain undischarged?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If "Yes," provide an explanation of the issue(s), relevant dates, the Lien holder or Claimant's name(s), the amount of the <u>lien(s)</u> and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.3 In the last seven (7) years, has the <u>Reporting Entity</u> initiated or been the subject of any bankruptcy proceedings, whether or not closed, or is any bankruptcy proceeding pending?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If "Yes," provide the bankruptcy chapter number, the court name and the docket number. Indicate the current status of the proceedings as "Initiated," "Pending" or "Closed." Provide answer below or attach additional sheets with numbered responses.	
8.4 During the past three (3) years, has the <u>Reporting Entity</u> failed to file or pay any tax returns required by <u>federal</u> , state or local tax laws?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If "Yes," provide the taxing jurisdiction, the type of tax, the liability year(s), the tax liability amount the <u>Reporting Entity</u> failed to file/pay and the current status of the tax liability. Provide answer below or attach additional sheets with numbered responses.	
8.5 During the past three (3) years, has the <u>Reporting Entity</u> failed to file or pay any New York State unemployment insurance returns?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If "Yes," provide the years the <u>Reporting Entity</u> failed to file/pay the insurance, explain the situation and any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	
8.6 During the past three (3) years, has the <u>Reporting Entity</u> had any <u>government audit(s)</u> completed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
a) If "Yes," did any audit of the <u>Reporting Entity</u> identify any reported significant deficiencies in internal control, fraud, illegal acts, significant violations of provisions of contract or grant agreements, significant abuse or any <u>material disallowance</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If "Yes" to 8.6 a), provide an explanation of the issue(s), relevant dates, the <u>government entity</u> involved, any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.	



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**IX. ASSOCIATED ENTITIES**

*This section pertains to any entity(ies) that either controls or is controlled by the reporting entity.*

*(See definition of "associated entity" for additional information to complete this section.)*

9.0 Does the Reporting Entity have any Associated Entities?

☐ Yes ☐ No

Note: All questions in this section must be answered if the Reporting Entity is either:

- An Organizational Unit; or
- The entire Legal Business Entity which controls, or is controlled by, any other entity(ies).

If "No," SKIP THE REMAINDER OF SECTION IX AND PROCEED WITH SECTION X.

9.1 Within the past five (5) years, has any Associated Entity Official or Principal Owner been charged with a misdemeanor or felony, indicted, granted immunity, convicted of a crime or subject to a judgment for:

☐ Yes ☐ No

- a) Any business-related activity; or
- b) Any crime, whether or not business-related, the underlying conduct of which was related to truthfulness?

If "Yes," provide an explanation of the issue(s), the individual involved, his/her title and role in the Associated Entity, his/her relationship to the Reporting Entity, relevant dates, the government entity involved, any remedial or corrective action(s) taken and the current status of the issue(s).

9.2 Does any Associated Entity have any currently undischarged federal, New York State, New York City or New York local government liens or judgments (not including UCC filings) over \$50,000?

☐ Yes ☐ No

If "Yes," provide an explanation of the issue(s), identify the Associated Entity's name(s), EIN(s), primary business activity, relationship to the Reporting Entity, relevant dates, the Lien holder or Claimant's name(s), the amount of the lien(s) and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.

9.3 Within the past five (5) years, has any Associated Entity:

a) Been disqualified, suspended or debarred from any federal, New York State, New York City or other New York local government contracting process?

☐ Yes ☐ No

b) Been denied a contract award or had a bid rejected based upon a non-responsibility finding by any federal, New York State, New York City, or New York local government entity?

☐ Yes ☐ No

c) Been suspended, cancelled or terminated for cause (including for non-responsibility) on any federal, New York State, New York City or New York local government contract?

☐ Yes ☐ No

d) Been the subject of an investigation, whether open or closed, by any federal, New York State, New York City, or New York local government entity for a civil or criminal violation with a penalty in excess of \$500,000?

☐ Yes ☐ No

e) Been the subject of an indictment, grant of immunity, judgment, or conviction (including entering into a plea bargain) for conduct constituting a crime?

☐ Yes ☐ No

f) Been convicted of a criminal offense pursuant to any administrative and/or regulatory action taken by any federal, New York State, New York City, or New York local government entity?

☐ Yes ☐ No

g) Initiated or been the subject of any bankruptcy proceedings, whether or not closed, or is any bankruptcy proceeding pending?

☐ Yes ☐ No

For each "Yes," provide an explanation of the issue(s), identify the Associated Entity's name(s), EIN(s), primary business activity, relationship to the Reporting Entity, relevant dates, the government entity involved, any remedial or corrective action(s) taken and the current status of the issue(s). Provide answer below or attach additional sheets with numbered responses.

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**X. FREEDOM OF INFORMATION LAW (FOIL)**

10. Indicate whether any information supplied herein is believed to be exempt from disclosure under the Freedom of Information Law (FOIL).  Note: A determination of whether such information is exempt from FOIL will be made at the time of any request for disclosure under FOIL.	<input type="checkbox"/> Yes <input type="checkbox"/> No
--	--

If "Yes," indicate the question number(s) and explain the basis for the claim.

**XI. AUTHORIZED CONTACT FOR THIS QUESTIONNAIRE**

Name	Telephone  ext.	Fax
Title	Email	

**NEW YORK STATE  
VENDOR RESPONSIBILITY QUESTIONNAIRE  
FOR-PROFIT BUSINESS ENTITY**

**Certification**

The undersigned: (1) recognizes that this questionnaire is submitted for the express purpose of assisting New York State government entities (including the Office of the State Comptroller (OSC)) in making responsibility determinations regarding award or approval of a contract or subcontract and that such government entities will rely on information disclosed in the questionnaire in making responsibility determinations; (2) acknowledges that the New York State government entities and OSC may, in their discretion, by means which they may choose, verify the truth and accuracy of all statements made herein; and (3) acknowledges that intentional submission of false or misleading information may result in criminal penalties under State and/or Federal Law, as well as a finding of non-responsibility, contract suspension or contract termination.

**The undersigned certifies that he/she:**

- is knowledgeable about the submitting Business Entity's business and operations;
- has read and understands all of the questions contained in the questionnaire;
- has not altered the content of the questionnaire in any manner;
- has reviewed and/or supplied full and complete responses to each question;
- to the best of his/her knowledge, information and belief, confirms that the Business Entity's responses are true, accurate and complete, including all attachments, if applicable;
- understands that New York State government entities will rely on the information disclosed in the questionnaire when entering into a contract with the Business Entity; and
- is under an obligation to update the information provided herein to include any material changes to the Business Entity's responses at the time of bid/proposal submission through the contract award notification, and may be required to update the information at the request of the New York State government entities or OSC prior to the award and/or approval of a contract, or during the term of the contract.

Signature of Owner/Official \_\_\_\_\_

Printed Name of Signatory \_\_\_\_\_

Title \_\_\_\_\_

Name of Business \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_;

\_\_\_\_\_ Notary Public



**RFP C000382**  
**ATTACHMENT 4– NEW YORK STATE REQUIRED CERTIFICATIONS**

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**Nondiscrimination in Employment in Northern Ireland**

**MacBride Fair Employment Principles**

In accordance with Section 165 of the State Finance Law, the bidder, by submission of this bid certifies that it or any individual or legal entity in which the bidder holds a 10% or greater ownership interest, or any individual or legal entity that holds a 10% or greater ownership in the bidder, either: (answer yes or no to one or both of the following, as applicable)

(1) has business operations in Northern Ireland

Yes \_\_\_\_\_ No \_\_\_\_\_

If Yes,

(2) shall take lawful steps in good faith to conduct any business operations that it has in Northern Ireland in accordance with the MacBride Fair Employment Principles relating to nondiscrimination in employment and freedom of workplace opportunity regarding such operations in Northern Ireland, and shall permit independent monitoring of their compliance with such Principles.

Yes \_\_\_\_\_ No \_\_\_\_\_

## Non-Collusive Bidding Certification Required By Section 139-D of the State Finance Law

By submission of this bid, bidder and each person signing on behalf of bidder certifies, and in the case of joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of his/her knowledge and belief:

[1] The prices of this bid have been arrived at independently, without collusion, consultation, communication, or agreement, for the purposes of restricting competition, as to any matter relating to such prices with any other Bidder or with any competitor;

[2] Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to opening, directly or indirectly, to any other Bidder or to any competitor; and

[3] No attempt has been made or will be made by the Bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

A BID SHALL NOT BE CONSIDERED FOR AWARD NOR SHALL ANY AWARD BE MADE WHERE [1], [2], AND [3] ABOVE HAVE NOT BEEN COMPLIED WITH; PROVIDED HOWEVER, THAT IF IN ANY CASE THE BIDDER(S) CANNOT MAKE THE FOREGOING CERTIFICATION, THE BIDDER SHALL SO STATE AND SHALL FURNISH BELOW A SIGNED STATEMENT WHICH SETS FORTH IN DETAIL THE REASONS THEREFORE:

[AFFIX ADDENDUM TO THIS PAGE IF SPACE IS REQUIRED FOR STATEMENT.]

Subscribed to under penalty of perjury under the laws of the State of New York, this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ as the act and deed of said corporation or partnership.

IF BIDDER(S) IS (ARE) A PARTNERSHIP, COMPLETE THE FOLLOWING:

**NAMES OF PARTNERS/PRINCIPALS**

**LEGAL RESIDENCE**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

IF BIDDER(S) IS (ARE) A CORPORATION, COMPLETE THE FOLLOWING:

**NAME**

**LEGAL RESIDENCE**

**President:**

\_\_\_\_\_  
**Secretary:**

\_\_\_\_\_

\_\_\_\_\_  
**Treasurer:**

\_\_\_\_\_

(Continued)

**IDENTIFYING DATA**

Potential Contractor \_\_\_\_\_

Street Address \_\_\_\_\_

City, State and Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_ Title: \_\_\_\_\_

Fax \_\_\_\_\_

If applicable, Responsible Corporate Officer

\_\_\_\_\_  
Name Title

\_\_\_\_\_  
Signature Date

Joint or combined bids by companies or firms must be certified on behalf of each participant.

\_\_\_\_\_  
Legal name of person, firm or corporation

By \_\_\_\_\_  
Name Title

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City, State, Zip Code

**RFP C000382**  
**ATTACHMENT 5 - ENCOURAGING USE OF**  
**NEW YORK STATE BUSINESSES IN CONTRACT PERFORMANCE**

New York State businesses have a substantial presence in State Contracts and strongly contribute to the economies of the state and the nation. In recognition of their economic activity and leadership in doing business in New York State, Bidders for this contract for commodities, services or technology are strongly encouraged and expected to consider New York State businesses in the fulfillment of the requirements of the Contract. Such partnering may be as subcontractors, suppliers, protégés or other supporting roles.

Bidders need to be aware that all authorized users of this Contract will be strongly encouraged, to the maximum extent practical and consistent with legal requirements, to use responsible and responsive New York State businesses in purchasing commodities that are of equal quality and functionality and in utilizing services and technology. Furthermore, Bidders are reminded that they must continue to utilize small, minority and women-owned businesses, consistent with current State law.

Utilizing New York State businesses in State Contracts will help create more private sector jobs, rebuild New York's infrastructure, and maximize economic activity to the mutual benefit of the Contractor and its New York State business partners. New York State businesses will promote the Contractor's optimal performance under the Contract, thereby fully benefiting the public sector programs that are supported by associated procurements.

Public procurements can drive and improve the State's economic engine through promotion of the use of New York businesses by its Contractors. The State therefore expects Bidders to provide maximum assistance to New York businesses in their use of the Contract. The potential participation by all kinds of New York businesses will deliver great value to the State and its taxpayers.

Bidders can demonstrate their commitment to the use of New York State businesses by responding to the question below:

**Will New York State Businesses be used in the performance of this Contract? \_\_\_\_\_ Yes \_\_\_\_\_ No**

**If yes, identify New York State Business(es) that will be used; (Attach identifying information).**

**Contractor Certification to Covered Agency**

(Pursuant to Section 5-a of the Tax Law, as amended, effective April 26, 2006)

**ST-220-CA**

(12/11)

For information, consult Publication 223, *Questions and Answers Concerning Tax Law Section 5-a* (see *Need Help?* on back).

Contractor name				For covered agency use only	
Contractor's principal place of business				Contract number or description	
City		State		ZIP code	
Contractor's mailing address (if different than above)				Estimated contract value over the full term of contract (but not including renewals)	
Contractor's federal employer identification number (EIN)		Contractor's sales tax ID number (if different from contractor's EIN)		\$	
Contractor's telephone number		Covered agency name			
Covered agency address				Covered agency telephone number	

I, \_\_\_\_\_, hereby affirm, under penalty of perjury, that I am \_\_\_\_\_  
(name) (title)

of the above-named contractor, that I am authorized to make this certification on behalf of such contractor, and I further certify that:

(Mark an X in only one box)

☐ The contractor has filed Form ST-220-TD with the Department of Taxation and Finance in connection with this contract and, to the best of contractor's knowledge, the information provided on the Form ST-220-TD, is correct and complete.☐ The contractor has previously filed Form ST-220-TD with the Tax Department in connection with \_\_\_\_\_  
(insert contract number or description)

and, to the best of the contractor's knowledge, the information provided on that previously filed Form ST-220-TD, is correct and complete as of the current date, and thus the contractor is not required to file a new Form ST-220-TD at this time.

Sworn to this \_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_

(sign before a notary public)

(title)

**Instructions****General information**

Tax Law section 5-a was amended, effective April 26, 2006. On or after that date, in all cases where a contract is subject to Tax Law section 5-a, a contractor must file (1) Form ST-220-CA, *Contractor Certification to Covered Agency*, with a covered agency, and (2) Form ST-220-TD with the Tax Department before a contract may take effect. The circumstances when a contract is subject to section 5-a are listed in Publication 223, Q&A 3. See *Need help?* for more information on how to obtain this publication. In addition, a contractor must file a new Form ST-220-CA with a covered agency before an existing contract with such agency may be renewed.

**Note:** Form ST-220-CA must be signed by a person authorized to make the certification on behalf of the contractor, and the acknowledgement on page 2 of this form must be completed before a notary public.

**When to complete this form**

As set forth in Publication 223, a contract is subject to section 5-a, and you must make the required certification(s), if:

- The procuring entity is a *covered agency* within the meaning of the statute (see Publication 223, Q&A 5);
- The contractor is a *contractor* within the meaning of the statute (see Publication 223, Q&A 6); and
- The contract is a *contract* within the meaning of the statute. This is the case when it (a) has a value in excess of \$100,000 and (b) is a contract for *commodities* or *services*, as such terms are defined for purposes of the statute (see Publication 223, Q&A 8 and 9).

Furthermore, the procuring entity must have begun the solicitation to purchase on or after January 1, 2005, and the resulting contract must have been awarded, amended, extended, renewed, or assigned on or after April 26, 2006 (the effective date of the section 5-a amendments).

**Individual, Corporation, Partnership, or LLC Acknowledgment**

STATE OF                    }  
                              :                   SS.:  
COUNTY OF                }

On the \_\_\_\_ day of \_\_\_\_\_ in the year 20\_\_\_\_, before me personally appeared \_\_\_\_\_, known to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose and say that \_\_\_\_\_ he resides at \_\_\_\_\_,

Town of \_\_\_\_\_,

County of \_\_\_\_\_,

State of \_\_\_\_\_; and further that:

[Mark an X in the appropriate box and complete the accompanying statement.]

☐ (If an individual): \_\_\_\_\_ he executed the foregoing instrument in his/her name and on his/her own behalf.

☐ (If a corporation): \_\_\_\_\_ he is the \_\_\_\_\_ of \_\_\_\_\_, the corporation described in said instrument; that, by authority of the Board of Directors of said corporation, \_\_\_\_\_ he is authorized to execute the foregoing instrument on behalf of the corporation for purposes set forth therein; and that, pursuant to that authority, \_\_\_\_\_ he executed the foregoing instrument in the name of and on behalf of said corporation as the act and deed of said corporation.

☐ (If a partnership): \_\_\_\_\_ he is a \_\_\_\_\_ of \_\_\_\_\_, the partnership described in said instrument; that, by the terms of said partnership, \_\_\_\_\_ he is authorized to execute the foregoing instrument on behalf of the partnership for purposes set forth therein; and that, pursuant to that authority, \_\_\_\_\_ he executed the foregoing instrument in the name of and on behalf of said partnership as the act and deed of said partnership.

☐ (If a limited liability company): \_\_\_\_\_ he is a duly authorized member of \_\_\_\_\_, LLC, the limited liability company described in said instrument; that \_\_\_\_\_ he is authorized to execute the foregoing instrument on behalf of the limited liability company for purposes set forth therein; and that, pursuant to that authority, \_\_\_\_\_ he executed the foregoing instrument in the name of and on behalf of said limited liability company as the act and deed of said limited liability company.

\_\_\_\_\_  
Notary Public

\_\_\_\_\_  
Registration No.

**Privacy notification**

The Commissioner of Taxation and Finance may collect and maintain personal information pursuant to the New York State Tax Law, including but not limited to, sections 5-a, 171, 171-a, 287, 308, 429, 475, 505, 697, 1096, 1142, and 1415 of that Law; and may require disclosure of social security numbers pursuant to 42 USC 405(c)(2)(C)(i).

This information will be used to determine and administer tax liabilities and, when authorized by law, for certain tax offset and exchange of tax information programs as well as for any other lawful purpose.

Information concerning quarterly wages paid to employees is provided to certain state agencies for purposes of fraud prevention, support enforcement, evaluation of the effectiveness of certain employment and training programs and other purposes authorized by law.

Failure to provide the required information may subject you to civil or criminal penalties, or both, under the Tax Law.

This information is maintained by the Manager of Document Management, NYS Tax Department, W A Harriman Campus, Albany NY 12227; telephone (518) 457-5181.

**Need help?**



Visit our Web site at **[www.tax.ny.gov](http://www.tax.ny.gov)**

- get information and manage your taxes online
- check for new online services and features



**Telephone assistance**

**Sales Tax Information Center:** (518) 485-2889

To order forms and publications: (518) 457-5431

**Text Telephone (TTY) Hotline** (for persons with hearing and speech disabilities using a TTY): (518) 485-5082



**Persons with disabilities:** In compliance with the Americans with Disabilities Act, we will ensure that our lobbies, offices, meeting rooms, and other facilities are accessible to persons with disabilities. If you have questions about special accommodations for persons with disabilities, call the information center.



# **Attachment 7**

## **Bidder Firm Information Form**

**Attachment 7**

**Bidder Firm Information Form**

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<b>RFP C000382</b>			
<b>ITS Service Desk Support and End User Break-Fix Support Services</b>			
Name of Company Bidding:	Bidder Firm's Federal Tax Identification No.:		
Street	City		
State	Zip	County	Country
Contact Name:			
Title:			
Phone: (    )    -    ext (    )	Toll Free Phone: (    )    -    ext (    )		
Fax : (    )    -    ext (    )	Toll Free Fax : (    )    -    ext (    )		
E-mail Address:	Company Web Site:		
Bidder Firm's NYS Statewide Financial System Supplier Identification Number, if known:			

**ITS RFP # C000382**  
**Attachment 8 - Financial Proposal**

**Instructions**

**Notes for all  
worksheets**

When completing the spreadsheet, Proposers should follow these instructions:

1. The pricing provided within the Cost Proposal must include ANY AND ALL fees, charges or costs for the duration of the contract, including:
  - All direct and indirect costs, as well as all overhead, fees, and profit, including, but not limited to:
    - labor, parts, shipping, material, license and equipment costs
    - administrative, reporting or other requirements, transition costs, overhead costs, and profit
    - travel costs, parking fees, and any other ancillary fees and costs including permits, licenses, insurance, etc.
    - services not explicitly stated in these specifications, but necessarily attendant thereto as applicable to the associated item for which the rate/fee is being quoted.
2. All proposed pricing will be considered the maximum price for the entire duration of the resulting contract (firm offer).
3. All proposed prices shall be firm for 270 calendar days (from date of proposal submittal).
4. The accuracy of calculations and formulas used to generate each proposed cost is the responsibility of the Proposer.
5. All proposed costs shall include all proposed services required to meet the applicable RFP requirements
6. All terminology used in the cost proposal shall be consistent with and correspond to terminology used in the technical proposal.
7. Where necessary, individual worksheet instructions are provided at the bottom of each worksheet.

NOTE: Total costs will be determined using the utilization estimates as outlined in Attachment 8. Actual utilization during the performance of the contract may vary.

<b>Cost Proposal Summary</b>	
Proposer Name:	<input style="width: 100%;" type="text"/>
<b>Total Costs over 5 Year Contract Term</b>	
Service Desk and Break-Fix End User Support Services Pricing	\$ <input style="width: 100%;" type="text" value="-"/>
Optional Emergency Site Support - Hourly Pricing	\$ <input style="width: 100%;" type="text" value="-"/>
<b>Total Costs:</b>	\$ <input style="width: 100%;" type="text" value="-"/>
<b>Offeror's Authorized Representative:</b>	
<i>Print name</i>	<i>Title</i>
<i>Signature</i>	<i>Date</i>

**Cost Summary Worksheet Instructions:**

1. Enter full legal name of the Proposer
2. Print and sign/date to certify proposed costs - include original and copies in Part II Cost Proposal.

Worksheet 2: Service Desk and Break-Fix End User Support Services

Description	Monthly \$ Amount	Monthly \$ Amount	Monthly \$ Amount	Monthly \$ Amount	Monthly \$ Amount	# Active O365 End Users, for evaluation purposes only	Total 5 Year Base Term Cost
	Year 1	Year 2	Year 3	Year 4	Year 5		
Pricing per active O365 End Users (fixed monthly cost, adjusted semiannually in January and July)						115,089	\$ -

Worksheet 3

Emergency Support - Hourly Pricing Job Title	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Hourly Rate	Average Hourly 5 Year Base Term
	Year 1	Year 2	Year 3	Year 4	Year 5	
Technician						\$ -

Number of Hours Assumed, for evaluation  
purposes only

5,000

Total Cost for Optional Emergency Services

\$ -

This service may optionally be used in the event of an Emergency.



# EQUAL EMPLOYMENT OPPORTUNITY – STAFFING PLAN

EE0-100 (v.2015.12.09es)

(Instructions on Page 2)

Contractor's Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

Federal ID No.: \_\_\_\_\_ SFS Vendor ID: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_

Contract No(s): \_\_\_\_\_

Report includes -Please select one from the options below:

Reporting Entity - Please select one from the options below:

☐ Work force utilized on this contract

☐ Contractor

☐ Contractor/Subcontractor's total work force

☐ Subcontractor

Job Categories	Total Work Force	Race/Ethnicity - report employees in only one category													
		Hispanic or Latino		Not-Hispanic or Latino											
				Male						Female					
		Male	Female	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races
Executive/Senior Level Officials and Managers															
First/Mid-Level Officials and Managers															
Professionals															
Technicians															
Sales Workers															
Administrative Support Workers															
Craft Workers															
Operatives															
Laborers and Helpers															
Service Workers															
TOTAL															

PREPARED BY (Signature): \_\_\_\_\_

DATE: \_\_\_\_\_

NAME AND TITLE OF PREPARER: \_\_\_\_\_

TELEPHONE/EMAIL: \_\_\_\_\_

(print or type)

## INSTRUCTIONS

**General Instructions:** All Offeror and each subcontractor identified in the bid or proposal must complete an EEO Staffing Plan (EEO 100) and submit it as part of the bid or proposal package. Where the work force to be utilized in the performance of the State contract can be separated out from the contractor's or subcontractor's total work force, the Offeror shall complete this form only for the anticipated work force to be utilized on the State contract. Where the work force to be utilized in the performance of the State contract cannot be separated out from the contractor's or subcontractor's total work force, the Offeror shall complete this form for the contractor's or subcontractor's total work force.

### Instructions for Completing:

1. Enter the Solicitation or Contract number that this report applies to, along with the name, address, and federal ID number of the Contractor preparing the report.
2. Check off the appropriate box to indicate if the work force being reported is just for the contract or the Contractor's total work force.
3. Check off the appropriate box to indicate if the Contractor completing the report is the contractor or subcontractor.
4. Check off the box that corresponds to the reporting period for this report.
5. Enter the total work force by EEO job category.
6. Enter the name, title, phone number and/or email address for the person completing the form. Sign and date the form in designated areas.

### RACE/ETHNIC IDENTIFICATION

For purposes of this form CIO/OFT will accept the definitions of race/ethnic designations used by the federal Equal Employment Opportunity Commission (EEOC), as those definitions are described below or amended hereafter. (Be advised these terms may be defined differently for other purposes under NYS statutory, regulatory, or case law). Race/ethnic designations as used by the EEOC do not denote scientific definitions of anthropological origins. For the purposes of this report, an employee may be included in the group to which he or she appears to belong, identifies with, or is regarded in the community as belonging. The race/ethnic categories for this survey are:

- **Hispanic or Latino** - A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.
- **White (Not Hispanic or Latino)** - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
- **Black or African American (Not Hispanic or Latino)** - A person having origins in any of the black racial groups of Africa.
- **Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)** - A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- **Asian (Not Hispanic or Latino)** - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- **American Indian or Alaska Native (Not Hispanic or Latino)** - A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- **Two or More Races (Not Hispanic or Latino)** - All persons who identify with more than one of the above five races.



# M/WBE UTILIZATION PLAN

M/WBE 100 (v.2015.12.09es)

**INSTRUCTIONS:** This form **MUST** be submitted with any bid, proposal, or proposed negotiated contract prior to contract award. This Utilization Plan must contain a detailed description of the supplies and/or services to be provided by each NYS-certified Minority and Women-owned Business Enterprise (M/WBE), including the offeror if a NYS-certified MWBE, and estimated (or actual if known) annual dollar value under the contract and reflect the MWBE participation goals specified in the contract or procurement document.

Will there be M/WBE participation for services provided under this contract? ☐ YES ☐ NO

Contract Overview			
Offeror/Contractor Name: _____		Telephone: _____	
Address: _____		Federal ID No: _____	SFS Vendor ID: _____
City, State, Zip: _____		Solicitation No: _____	
NYS Certified M/WBE Fill out box below for each NYS-Certified M/WBE Contractor or Subcontractor	Classification	Description of Scope of Work (Subcontracts/Supplies/Services)	Annual Dollar Value of Subcontracts/Supplies/Services
Name: _____  Address: _____  City, State, Zip: _____  Telephone: _____  Fed. ID. No: _____ SFS Vendor ID: _____	<input type="checkbox"/> MBE  <input type="checkbox"/> WBE  <input type="checkbox"/> DUAL	<input type="checkbox"/> DIRECT (Spending directly fulfilling contract obligations) Description: _____  <input type="checkbox"/> INDIRECT (Spending in support of company operations.) Description: _____ <input type="checkbox"/> Copy of written agreement attached (Required for teaming	\$ _____
Name: _____  Address: _____  City, State, Zip: _____  Telephone: _____  Fed. ID. No: _____ SFS Vendor ID: _____	<input type="checkbox"/> MBE  <input type="checkbox"/> WBE  <input type="checkbox"/> DUAL	<input type="checkbox"/> DIRECT (Spending directly fulfilling contract obligations) Description: _____  <input type="checkbox"/> INDIRECT (Spending in support of company operations.) Description: _____ <input type="checkbox"/> Copy of written agreement attached (Required for teaming	\$ _____

☐ **VENDOR CERTIFICATION:** I hereby affirm that the information supplied in this utilization plan is true and correct.

SUBMISSION OF THIS FORM CONSTITUTES THE OFFEROR/CONTRACTOR'S ACKNOWLEDGEMENT AND AGREEMENT TO COMPLY WITH THE M/WBE REQUIREMENTS SET FORTH UNDER NYS EXECUTIVE LAW, ARTICLE 15-A, 5 NYCRR PART 142, AND THE ABOVE REFERENCED SOLICITATION. FAILURE TO SUBMIT COMPLETE AND ACCURATE INFORMATION MAY RESULT IN A FINDING OF NONCOMPLIANCE AND/OR TERMINATION OF THE CONTRACT.

Signature: _____	Date: _____
Print Name: _____	Telephone No: _____
Title: _____	Email: _____

M/WBE UTILIZATION PLAN

FOR AUTHORIZED USE ONLY			
Utilization Plan Approved:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date: _____
Notice of Deficiency Issued:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date: _____
Notice of Acceptance Issued:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date: _____
Reviewed By: _____		Date: _____	
Comment(s):			

## **Attachment 11: Workers Compensation and Disability Insurance Requirements**

Sections 57 and 220 of the New York State Workers' Compensation Law (WCL) provide that ITS shall not enter into any Contract unless proof of workers' compensation and disability benefits insurance coverage is produced. Prior to entering into a Contract with ITS successful Bidders will be required to verify for ITS on forms authorized by the New York State Workers' Compensation Board, the fact that they are properly insured or are otherwise in compliance with the insurance provisions of the WCL. The forms to be used to show compliance with the WCL are listed below. ITS would prefer Bidders to submit this insurance verification information with their bids if possible. Any questions relating to either workers' compensation or disability benefits coverage should be directed to the State of New York Workers' Compensation Board, Bureau of Compliance at (518)486-6307. Failure to provide verification of either of these types of insurance coverage by the time winning bids have been selected and Contracts are ready to be executed will be grounds for disqualification of an otherwise successful bid.

### **Workers' Compensation Requirements under WCL § 57:**

To comply with coverage provisions of the WCL, businesses shall:

- a) be legally exempt from obtaining workers' compensation insurance coverage; or
- b) obtain such coverage from insurance carriers; or
- c) be self-insured or participate in an authorized group self-insurance plan.

To verify your compliance with the above, ITS shall receive one of the following properly executed Workers' Compensation Board forms from the Contractor, the Contractor's insurance carrier or the Workers' Compensation Board, depending on which form is appropriate:

1. CE-200, Certificate of Attestation of Exemption from New York State Workers Compensation and/or Disability Benefits Coverage; OR

2. C-105.2, Certificate of Workers' Compensation Insurance. (The Contractor's insurance carrier will send this form to ITS upon the Contractor's request.)

Please Note: The State Insurance Fund provides its own version of this form, the U-26.3; OR

3. SI-12, Certificate of Workers' Compensation Self-Insurance (the Workers' Compensation Board's Self Insurance Office will send this form to ITS upon the Contractor's request), OR

4. GSI-105.2 – Certificate of Participation in Workers' Compensation Group Self-Insurance (the Contractor's Group Self-Insurance Administrator will send this form to ITS upon the Contractor's request).



### **Disability Benefits Requirements under WCL § 220(8):**

To comply with the coverage provisions of the Disability Benefits Law, businesses shall:

- a) be legally exempt from obtaining disability benefits insurance coverage; OR
- b) obtain such coverage from insurance carriers; OR
- c) be self-insured.

To verify your compliance with the above, ITS shall receive one of the following properly executed Workers' Compensation Board forms from the Contractor, the Contractor's insurance carrier or the Workers' Compensation Board, depending on which form is appropriate:

1. CE-200, Certificate of Attestation of Exemption from New York State Workers Compensation and/or Disability Benefits Coverage; OR
2. Either the DB-120.1 – Certificate of Disability Benefits Insurance OR the DB-820/829 Certificate/Cancellation of Insurance (the Contractor's insurance carrier will send one of these forms to ITS upon the Contractor's request); OR
3. DB-155 – Certificate of Disability Benefits Self-Insurance (the Workers' Compensation Board's Self Insurance Office will send this form to ITS upon request the Contractor's request).

## CONSULTANT CONFIDENTIALITY & NON-DISCLOSURE AGREEMENT

**THIS AGREEMENT**, made on \_\_\_\_\_, is between the State of New York ("State"), acting by and through the New York State Office of Information Technology Services ("ITS"), having its principal place of business at State Capitol, Empire State Plaza, Albany, New York 12220-0062, and \_\_\_\_\_ ("Consultant"), an employee or subcontractor of \_\_\_\_\_. ("Contractor") with its principal place of business at \_\_\_\_\_. This Agreement is signed in relation to the provision by Consultant of services to the ITS Office of \_\_\_\_\_ (hereinafter "Engagement").

**1. Definitions.** For the purposes of this Agreement, the following terms shall be defined as follows:

**I. Confidential Information**

"Confidential Information" shall be defined to include any information that ITS or the State, regardless of form or medium of disclosure (e.g., verbal, hard copy, or electronic) or source of information (e.g., ITS, other state agencies, state employees, electronic systems, or third party contractors) provides to Consultant, or which Consultant obtains, discovers, derives or otherwise becomes aware of as a result of the Engagement other than:

- (a) information that is previously rightfully known to Consultant without restriction on disclosure;
- (b) information that is or becomes, from no act or failure to act on the part of the Consultant, generally known in the relevant industry or in the public domain; or
- (c) information that is independently developed by Consultant without the use of Confidential Information.

**II. Authorized Person**

"Authorized Person" shall be defined as a person authorized by ITS as having a need to receive, possess, store, access, view and/or use Confidential Information for an Authorized Use.

**III. Authorized Use**

"Authorized Use" shall be defined as the use of Confidential Information by Consultant or Authorized Persons, solely for the purpose of performing the Engagement.

**IV. Electronic Information**

"Electronic Information" shall be defined as information or data produced or stored by electronic, digital, or similar means.

**2. Term**

Consultant's obligations under this Agreement shall commence upon the execution of this Agreement or the start of the Engagement, whichever occurs first, and shall survive the duration of engagement, in perpetuity.

**3. Duty to Protect Confidential Information**

Consultant agrees not to disclose Confidential Information to any outside party without the prior express written permission of ITS, except as provided in this Agreement. In addition, Consultant shall safeguard all

Confidential Information from unauthorized access, loss, theft, destruction, and the like. Consultant shall notify ITS immediately upon becoming aware that confidential information is in the possession of or has been disclosed to an unauthorized person or entity.

Consultant also agrees to promptly report any activities by any individual or entity that the Consultant suspects may compromise the availability, integrity, security or privacy of any Confidential Information.

#### **4. Press Releases**

Consultant shall not issue any press releases, give or make any presentations, or give to any print, electronic or other news media information regarding his/her Engagement - nor shall Consultant authorize or permit any other person or entity to do so - without the prior express written permission of ITS. Consultant shall immediately refer any media requests or other requests for information to ITS.

#### **5. Use Restriction**

Consultant shall not receive, possess, store, access, view and/or use Confidential Information for any purpose other than an Authorized Use. Consultant shall not permit unauthorized persons or entities to gain access to Confidential Information and shall not divulge methods of accessing Confidential Information to unauthorized persons.

#### **6. Security Obligations Regarding Confidential Information**

Consultant agrees to comply with the following security obligations as well as any other such obligations conveyed to him/her during the course of the Engagement:

- a. Unless otherwise authorized by ITS, Confidential Information may NOT be stored on personal (non-ITS) computing or other electronic or mobile storage devices, or taken or removed in any form from ITS.
- b. Consultant shall comply with all federal and State laws.
- c. Consultant shall comply with all ITS policies and procedures including but not limited to those that provide for accessing, protecting and preserving State assets.
- d. Consultant shall take no action to intrude upon, disrupt or deny services to ITS.
- e. Consultant shall use only those access rights granted by ITS.

#### **7. Certification by Consultant of Return of Confidential Information, Electronic Information and Tangible Property**

Upon termination of the Engagement, Consultant shall return all Confidential Information stored on any format to ITS, or destroy any Confidential Information that Consultant possesses in a format that cannot be returned. Further, Contractor agrees to submit to ITS on Contractor's letterhead a "CERTIFICATION OF RETURN OR DESTRUCTION OF CONFIDENTIAL INFORMATION, ELECTRONIC INFORMATION, AND TANGIBLE PROPERTY" certifying that all copies of Confidential Information, electronic property and tangible property belonging to the State of New York or ITS have been returned, or if necessary destroyed, using the form provided in Appendix A.

#### **8. Termination**

Consultant's Authorized Use of Confidential Information shall terminate automatically upon: (a) breach of this Agreement as determined solely by ITS, (b) completion or termination of Consultant's Engagement,

or, (c) termination of Contractor's State contract, whichever occurs first

**9. Compliance**

Should Consultant breach this Agreement, the State shall have all equitable and legal rights (including the right to obtain injunctive relief) to seek redress for such breach, prevent further breaches and to be fully compensated (including litigation costs and reasonable attorney's fees) for losses or damages resulting from such breach. Consultant acknowledges that compensation for damages may not be sufficient and that injunctive relief to prevent or limit any breach of confidentiality may be the only viable remedy available to ITS.

**10. Governing Law**

This Agreement shall be governed by and construed in accordance with the laws of the State of New York. If any provision of Agreement is declared by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the other provisions shall remain in full force and effect.

**IN WITNESS WHEREOF**, Consultant has signed this Agreement as of the date set forth below.

By: \_\_\_\_\_  
Signature  
  
\_\_\_\_\_  
Name  
  
\_\_\_\_\_  
Date

**Acknowledgment for Consultant Confidentiality & Non-Disclosure Agreement**

STATE OF NEW YORK	}	
	}	Scilicet
COUNTY OF ALBANY	}	
<p>On the ___th day of _____ in the year 201_, before me personally appeared _____, personally known to me or proved to me on the basis of satisfactory evidence to be the individual whose name is subscribed to the foregoing Consultant Confidentiality &amp; Non-Disclosure Agreement (instrument) and acknowledged to me that he executed the same in his capacity, and that by his signature on the he executed the foregoing instrument in his name and on his own behalf.</p>		
<p>_____ Notary Public Registration No.</p>		

APPENDIX A

**CERTIFICATION OF RETURN OR DESTRUCTION OF CONFIDENTIAL  
INFORMATION, ELECTRONIC INFORMATION, AND TANGIBLE PROPERTY BY  
CONSULTANT PURSUANT TO CONSULTANT CONFIDENTIALITY & NON-  
DISCLOSURE AGREEMENT DATED \_\_\_\_\_**

Pursuant to the Consultant Confidentiality and Non-Disclosure Agreement between the State of New York, acting by and through the New York State Office of Information Technology Services ("ITS") and \_\_\_\_\_ ("Consultant") dated \_\_\_\_\_, Consultant acknowledges that his/her authority to receive, possess, store, access, view and/or use Confidential Information, electronic information and tangible property: \_\_\_\_\_

description of returned Confidential Information, electronic information or tangible property:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_ destroyed

description of destroyed Confidential Information, electronic information or tangible property:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Consultant Signature

\_\_\_\_\_  
Consultant Name

\_\_\_\_\_  
Date

Acknowledgment for Certification of Return or Destruction of Confidential Information

STATE OF NEW YORK	}
	} Scilicet
COUNTY OF ALBANY	}
On the ____ day of _____ in the year 20__, before me personally appeared _____, personally known to me or proved to me on the basis of satisfactory evidence to be the individual whose name is subscribed to the foregoing Consultant Confidentiality & Non-Disclosure Agreement (instrument) and acknowledged to me that he executed the same in his capacity, and that by his signature on the he executed the foregoing instrument in his name and on his own behalf.	
_____ Notary Public Registration No.	



# **Attachment 13**

## **Firm Offer Letter and Conflict of Interest Disclosure**

## ***Attachment 13***

### ***Formal Offer Letter and Conflict of Interest Disclosure***

---

#### **[TO BE COMPLETED ON OFFERER'S LETTERHEAD]**

Date

Mr. Edward Snyder  
Contract Management Specialist  
Empire State Plaza  
Swan Street Building, Core 4  
Albany, NY 12223

Dear Mr. Synder:

RE: RFP C000382, ITS Service Desk Support and End User Break-Fix Support Services

#### **Firm Offer to the State of New York and Conflict of Interest Disclosure**

[INSERT OFFERER NAME] hereby submits this firm and binding offer to the State of New York in response to New York State Request for Proposals (RFP) # C000382 by the New York State Office of Information Technology for ITS Service Desk Support and End User Break-Fix Support Services. The Bid Proposal hereby submitted meets or exceeds all terms, conditions and requirements set forth in the above-referenced RFP. This formal offer will remain firm and non-revocable for a minimum period of 270 days from the date proposals are due to be received by the State, or until a Contract is approved by the NYS Comptroller and executed by the State.

[INSERT OFFERER NAME]'s complete offer is set forth in two, separately bound volumes as follows:

**Technical Proposal:**

Total of 12 hard copy volumes, with 1 electronic copy on PC Compatible Windows Readable CD-ROMs saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

**Financial/Administrative Proposal:**

Total of 6 hard copy volumes, with 1 electronic copy on PC Compatible Windows Readable CD-ROMs saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

[INSERT OFFERER NAME] hereby affirms that the solution proposed by the Offerer in the Bid Proposal meets or exceeds the service level requirements set forth in the above-referenced RFP, including referenced attachments.

[INSERT OFFERER NAME] hereby affirms that, at the time of bid submission, Offerer knows of no factors existing at time of bid submission or which are anticipated to arise during the procurement or Contract term, which would constitute a potential conflict of interest in successfully meeting the

contractual obligations set forth in the above-referenced RFP and the Bid Proposal hereby submitted, including but not limited to:

1. No potential for conflict of interest on the part of the Offerer or any Subcontractor due to prior, current, or proposed contracts, engagements, or affiliations; and
2. No potential conflicts in the sequence or timing of the proposed award under this procurement relative to the timeframe for service delivery, or personnel or financial resource commitments of Offerer or proposed subcontractors to other projects.

To comply with the Vendor Responsibility Requirements outlined in Section 8.6. of the above-referenced RFP, C000382 ITS Service Desk Support and End User Break-Fix Support Services hereby affirms that (enter an "X" in the appropriate box):

- ☐ An on-line Vendor Responsibility Questionnaire has been updated or created within the last six months, at the Office of the State Comptroller's website:

<https://portal.osc.state.ny.us/wps/portal>

- ☐ A hard copy Vendor Responsibility Questionnaire is included with this proposal and is dated within the last six months.
- ☐ A Vendor Responsibility Questionnaire is not required due to an exempt status. Exemptions include governmental agencies, public authorities, public colleges and universities, public benefit corporations, and Indian Nations.

By signing, the undersigned individual affirms and represents that he has the legal authority and capacity to sign and make this offer on behalf of, and has signed using that authority to legally bind **[INSERT OFFERER NAME]** to the offer, and possesses the legal capacity to act on behalf of Offerer to execute a Contract with the State of New York. The aforementioned legal authority and capacity of the undersigned individual is affirmed by the enclosed Resolution of the Corporate Board of Directors of **[INSERT OFFERER NAME]**.

---

Signature  
**[INSERT OFFERER NAME]**  
**[INSERT TITLE]**  
**[INSERT COMPANY NAME]**

Corporate Seal

**CORPORATE ACKNOWLEDGMENT**

STATE OF	}	
	:ss.:	
COUNTY OF	}	
<p>On the _____ day of _____ in the year 20 __, before me personally came: _____, to me known, who, being by me duly sworn, did depose and say that he/she/they reside(s) in _____; that he/she/they is (are) _____ (the President or other officer or director or attorney in fact duly appointed) of _____, the corporation described in and which executed the above instrument; and that he/she/they signed his/her/their name(s) thereto by authority of the board of directors of said corporation.</p> <p>_____ Signature and Office of Person Taking Acknowledgment</p>		

**PARTNERSHIP ACKNOWLEDGMENT**

STATE OF	}	
	:ss.:	
COUNTY OF	}	
<p>On the _____ day of _____ in the year 200 __, before me personally came: _____ to me known, who, being by me duly sworn, did depose and say that he reside(s) in _____; that he is _____ (the General/Managing Partner or other officer or attorney in fact duly appointed) of _____, the partnership described in said instrument; that, by the terms of said partnership, he is authorized to execute the foregoing instrument on behalf of the partnership for the purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name and on behalf of said partnership as the act and deed of said partnership.</p> <p>_____ Signature and Office of Person Taking Acknowledgment</p>		

**INDIVIDUAL ACKNOWLEDGEMENT**

STATE OF	}	
	:ss.:	
COUNTY OF	}	
<p>On the ____ day of _____ in the year 20 __, before me personally appeared: _____, known to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose and say that he resides at _____, Town of _____, County of _____, State of _____; and that he executed the foregoing instrument in his/her name and on his/her own behalf.</p> <p>_____ Notary Public</p>		

**Offerer's Affirmation of Understanding of and Agreement pursuant to New York  
State Finance Law §139-j (3) and §139-j (6) (b)**

:

New York State Finance Law §139-j(6)(b) provides that:

Every Governmental Entity shall seek written affirmations from all Offerers as to the Offerer's understanding of and agreement to comply with the Governmental Entity's procedures relating to permissible contacts during a Governmental Procurement pursuant to subdivision three of this section.

Offerer affirms that it understands and agrees to comply with the procedures of the Government Entity relative to permissible contacts as required by New York State Finance Law §139-j (3) and §139-j (6) (b).

By: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Contractor Name: \_\_\_\_\_

Contractor Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



### **Offerer Disclosure of Prior Non-Responsibility Determinations**

New York State Finance Law §139-k(2) obligates a Governmental Entity to obtain specific information regarding prior non-responsibility determinations with respect to State Finance Law §139-j. This information must be collected in addition to the information that is separately obtained pursuant to State Finance Law §163(9). In accordance with State Finance Law §139-k, an Offerer must be asked to disclose whether there has been a finding of non-responsibility made within the previous four (4) years by any Governmental Entity due to: (a) a violation of State Finance Law §139-j or (b) the intentional provision of false or incomplete information to a Governmental Entity. The terms “Offerer” and “Governmental Entity” are defined in State Finance Law § 139-k(1). State Finance Law §139-j sets forth detailed requirements about the restrictions on Contacts during the procurement process. A violation of State Finance Law §139-j includes, but is not limited to, an impermissible Contact during the restricted period (for example, contacting a person or entity other than the designated contact person, when such contact does not fall within one of the exemptions).

As part of its responsibility determination, State Finance Law §139-k(3) mandates consideration of whether an Offerer fails to timely disclose accurate or complete information regarding the above non-responsibility determination. In accordance with law, no Procurement Contract shall be awarded to any Offerer that fails to timely disclose accurate or complete information under this section, unless a finding is made that the award of the Procurement Contract to the Offerer is necessary to protect public property or public health safety, and that the Offerer is the only source capable of supplying the required Article of Procurement within the necessary timeframe. See State Finance Law §§139-j (10)(b) and 139-k(3).

## Offerer Disclosure of Prior Non-Responsibility Determinations

Name of Individual or Entity Seeking to Enter into the Procurement Contract:

\_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Name and Title of Person Submitting this Form: \_\_\_\_\_

\_\_\_\_\_

Contract Procurement Number: \_\_\_\_\_

Date: \_\_\_\_\_

1. Has any Governmental Entity made a finding of non-responsibility regarding the individual or entity seeking to enter into the Procurement Contract in the previous four years? (Please circle):

No

Yes

If yes, please answer the next questions:

2. Was the basis for the finding of non-responsibility due to a violation of State Finance Law §139-j (Please circle):

No

Yes

3. Was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity? (Please circle):

No

Yes

4. If you answered yes to any of the above questions, please provide details regarding the finding of non-responsibility below.

Governmental Entity: \_\_\_\_\_

Date of Finding of Non-responsibility: \_\_\_\_\_

Basis of Finding of Non-Responsibility: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Add additional pages as necessary)

5. Has any Governmental Entity or other governmental agency terminated or withheld a Procurement Contract with the above-named individual or entity due to the intentional provision of false or incomplete information? (Please circle):

No

Yes

6. If yes, please provide details below.

Governmental Entity: \_\_\_\_\_

Date of Termination or Withholding of Contract: \_\_\_\_\_

Basis of Termination or Withholding: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Add additional pages as necessary)

Offerer certifies that all information provided to the Governmental Entity with respect to State Finance Law §139-k is complete, true and accurate.

By: \_\_\_\_\_ Date: \_\_\_\_\_

Signature

## Attachment 17: Mandatory Bidder's Eligibility Qualifications Form

Per Section 4.1 of the RFP, the following are the mandatory minimum Bidder qualifications.

The following are the mandatory minimum Bidder qualifications that must be met by the Prime Contractor. If these requirements are not met, the State shall deem the Proposal as non-responsive and eliminate the Bidder from further consideration. Bidders (and their predecessor business Enterprises) must:

1. **Have a minimum of seven (7) years of experience providing service-desk support services of similar size and scope to ITS requirements as set forth in this RFP, to entities of more than 50,000 users within the continental US.**

*Identify how this requirement has been met, including the information below for each engagement. Enter dates in the following format: mm/dd/yyyy. If the date is through "present", present shall be date of submission. Add additional tables, as necessary.*

Engagement 1 Description		
Name of Client:	Start Date:	End Date:
Contact Person Name:	Email Address:	Phone Number:
Size and Scope of Engagement (including: number of sites and users; number and type of staff involved; engagement budget)		

Engagement 2 Description		
Name of Client:	Start Date:	End Date:
Contact Person Name:	Email Address:	Phone Number:
Size and Scope of Engagement (including: number of sites and users; number and type of staff involved; engagement budget)		

Engagement 3 Description		
Name of Client:	Start Date:	End Date:
Contact Person Name:	Email Address:	Phone Number:
Size and Scope of Engagement (including: number of sites and users; number and type of staff involved; engagement budget)		

2. Have a minimum of seven (7) years of experience providing End User Break-Fix Support services to multiple geographic locations of similar size and scope to ITS requirements set forth in this RFP.

Identify how this requirement has been met, including the information below for each engagement. Enter dates in the following format: mm/dd/yyyy. If the date is through "present", present shall be date of submission. Add additional tables, as necessary.

Engagement 1 Description		
Name of Client:	Start Date:	End Date:
Contact Person Name:	Email Address:	Phone Number:
Size and Scope of Engagement (including: number of sites and users; number and type of staff involved; engagement budget)		

Engagement 2 Description		
Name of Client:	Start Date:	End Date:
Contact Person Name:	Email Address:	Phone Number:
Size and Scope of Engagement (including: number of sites and users; number and type of staff involved; engagement budget)		

Engagement 3 Description		
Name of Client:	Start Date:	End Date:
Contact Person Name:	Email Address:	Phone Number:
Size and Scope of Engagement (including: number of sites and users; number and type of staff involved; engagement budget)		



**3. Have a minimum of three (3) years of experience providing services of similar size and scope to ITS requirements as set forth in this RFP to Public Sector Entities.**

*Identify how this requirement has been met, including the information below for each engagement. Enter dates in the following format: mm/dd/yyyy. If the date is through "present", present shall be date of submission. Add additional tables, as necessary.*

Engagement 1 Description		
Name of Client:	Start Date:	End Date:
Contact Person Name:	Email Address:	Phone Number:
Size and Scope of Engagement (including: number of sites and users; number and type of staff involved; engagement budget)		

Engagement 2 Description		
Name of Client:	Start Date:	End Date:
Contact Person Name:	Email Address:	Phone Number:
Size and Scope of Engagement (including: number of sites and users; number and type of staff involved; engagement budget)		

Engagement 3 Description		
Name of Client:	Start Date:	End Date:
Contact Person Name:	Email Address:	Phone Number:
Size and Scope of Engagement (including: number of sites and users; number and type of staff involved; engagement budget)		

**4. Be registered with the NYS Department of State as an entity authorized to conduct business in New York State.**

Is the prime contractor registered with the New York Department of State as an entity authorized to conduct business in New York State?

\_\_\_\_\_ Yes \_\_\_\_\_ No

## Attachment 18: Technical Proposal Forms

When completing the Technical Proposal Content, **DO NOT** include any pricing information and include the following information in the order enumerated below.

### PART 1: TECHNICAL PROPOSAL OVERVIEW

#### Executive Summary

*Provide a brief description (not more than two pages) that summarizes your proposed approach and work effort.*

--

#### Table of Contents

*Use the following Table of Contents that reflects the areas identified in Technical Proposal. The Table of Contents should identify each major section of the Proposal, along with its initial-page number.*

*Note: When done entering information, within this document place your cursor within the table of contents below and press F9 to automatically update.*

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## PART 2: BIDDER'S EXPERIENCE

The Technical Proposal must demonstrate to ITS that the Bidder has experience delivering services similar in scale and scope to the engagement described in this RFP. Complete the Bidder's Experience form below to describe its company background and past experience in the Technical Proposal. Limit response to 25 pages

### Corporate/Business Background of Primary Bidder

#### *Bidder's Firm/Company Information*

Firm Name	
Firm Address	
Parent Company	
Affiliates	
Other Locations/ Branches (if any)	

#### *Bidder's Primary Contact*

Name, Title	
Address	
Email Address	
Telephone Number	

#### *Company Profile*

Description of the company's corporate profile core business		
Service Offerings	Description of service	Years the Service has been provided

**Corporate/Business Background of Subcontractor**

*Note: copy and complete this section for each subcontractor proposed*

**Subcontractor Firm/Company Information**

<b>Firm Name</b>	
<b>Firm Address</b>	
<b>Parent Company</b>	
<b>Affiliates</b>	
<b>Other Locations/ Branches (if any)</b>	

**Subcontractor's Primary Contact**

<b>Name, Title</b>	
<b>Address</b>	
<b>Email Address</b>	
<b>Telephone Number</b>	

**Subcontractor Profile**

<b>Description of the company's corporate profile core business</b>		
<b>Service Offerings</b>	<b>Description of service</b>	<b>Years the Service has been provided</b>

**Past Performance and Experience**

*The Bidder shall describe its previous experience that qualifies the Bidder to provide the Services.*

*Bidder must have a minimum of seven (7) years of experience providing service-desk support services of similar size and scope to ITS requirements as set forth in this RFP, to entities of more than 50,000 users within the continental US. Three (3) prior engagement descriptions shall be included.*

*Bidder must have a minimum of seven (7) years of experience providing End User Break-Fix Support services to multiple geographic locations of similar size and scope to ITS requirements set forth in this RFP. Three (3) prior engagement descriptions shall be included.*

*Bidder must have a minimum of three (3) years of experience providing service of similar size and scope to ITS requirements as set forth in this RFP to Public Sector Entities. Three (3) prior engagement descriptions shall be included.*

**Service Desk Support Services Experience**

Engagement 1 Description	
<b>Engagement Conducted By (Bidder/Subcontractor Company Name)</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Name of Client</b>	
<b>Nature of Client's business</b>	
<b>Description of services Provided</b>	
<b>Number and type of staff involved</b>	
<b>Engagement results and benefits delivered to the client</b>	
<b>Engagement budget</b>	
<b>Size and complexity of engagement, including the number of sites and users within the Continental US</b>	
<b>List of Subcontractors and their duties</b>	



Engagement 2 Description	
<b>Engagement Conducted By (Bidder/Subcontractor Company Name)</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Name of Client</b>	
<b>Nature of Client's business</b>	
<b>Description of services Provided</b>	
<b>Number and type of staff involved</b>	
<b>Engagement results and benefits delivered to the client</b>	
<b>Engagement budget</b>	
<b>Size and complexity of engagement, including the number of sites and users within the Continental US</b>	
<b>List of Subcontractors and their duties</b>	

Engagement 3 Description	
<b>Engagement Conducted By (Bidder/Subcontractor Company Name)</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Name of Client</b>	

<b>Nature of Client's business</b>	
<b>Description of services Provided</b>	
<b>Number and type of staff involved</b>	
<b>Engagement results and benefits delivered to the client</b>	
<b>Engagement budget</b>	
<b>Size and complexity of engagement, including the number of sites and users within the Continental US</b>	
<b>List of Subcontractors and their duties</b>	

***End User Break-Fix Support Services Experience***

<b>Engagement 1 Description</b>	
<b>Engagement Conducted By (Bidder/Subcontractor Company Name)</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Name of Client</b>	
<b>Nature of Client's business</b>	
<b>Description of services Provided</b>	
<b>Number and type of staff involved</b>	
<b>Engagement results and benefits delivered to the client</b>	

<b>Engagement budget</b>	
<b>Size and complexity of engagement, including the number of sites and users within the Continental US</b>	
<b>List of Subcontractors and their duties</b>	

Engagement 2 Description	
<b>Engagement Conducted By (Bidder/Subcontractor Company Name)</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Name of Client</b>	
<b>Nature of Client's business</b>	
<b>Description of services Provided</b>	
<b>Number and type of staff involved</b>	
<b>Engagement results and benefits delivered to the client</b>	
<b>Engagement budget</b>	
<b>Size and complexity of engagement, including the number of sites and users within the Continental US</b>	
<b>List of Subcontractors and their duties</b>	

Engagement 3 Description	
<b>Engagement Conducted By (Bidder/Subcontractor Company Name)</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Name of Client</b>	
<b>Nature of Client's business</b>	
<b>Description of services Provided</b>	
<b>Number and type of staff involved</b>	
<b>Engagement results and benefits delivered to the client</b>	
<b>Engagement budget</b>	
<b>Size and complexity of engagement, including the number of sites and users within the Continental US</b>	
<b>List of Subcontractors and their duties</b>	

***Public Sector Services Experience***

Engagement 1 Description	
<b>Engagement Conducted By (Bidder/Subcontractor Company Name)</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Name of Client</b>	

<b>Nature of Client's business</b>	
<b>Description of services Provided</b>	
<b>Number and type of staff involved</b>	
<b>Engagement results and benefits delivered to the client</b>	
<b>Engagement budget</b>	
<b>Size and complexity of engagement, including the number of sites and users within the Continental US</b>	
<b>List of Subcontractors and their duties</b>	

<b>Engagement 2 Description</b>	
<b>Engagement Conducted By (Bidder/Subcontractor Company Name)</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Name of Client</b>	
<b>Nature of Client's business</b>	
<b>Description of services Provided</b>	
<b>Number and type of staff involved</b>	
<b>Engagement results and benefits delivered to the client</b>	
<b>Engagement budget</b>	

<b>Size and complexity of engagement, including the number of sites and users within the Continental US</b>	
<b>List of Subcontractors and their duties</b>	

<b>Engagement 3 Description</b>	
<b>Engagement Conducted By (Bidder/Subcontractor Company Name)</b>	
<b>Start Date</b>	
<b>End Date</b>	
<b>Name of Client</b>	
<b>Nature of Client's business</b>	
<b>Description of services Provided</b>	
<b>Number and type of staff involved</b>	
<b>Engagement results and benefits delivered to the client</b>	
<b>Engagement budget</b>	
<b>Size and complexity of engagement, including the number of sites and users within the Continental US</b>	
<b>List of Subcontractors and their duties</b>	

If sub-contractors are part of the Bidder's Proposal, prior engagement descriptions may include engagements conducted by the subcontractor(s). The description of Bidder's prior experience shall include information about its history working with the proposed subcontractors (e.g., nature of



relationship, number of engagements worked together, duration of engagements, budget of engagement, percent split between firms).

**History of working with proposed subcontractor**

**Number of engagements worked together:**

<b>Engagement 1 - Describe nature of relationship</b>	<b>Start Date</b>	<b>End Date</b>	<b>Engagement budget</b>	<b>Percent budget split between firms</b>

<b>Engagement 2 - Describe nature of relationship</b>	<b>Start Date</b>	<b>End Date</b>	<b>Engagement budget</b>	<b>Percent budget split between firms</b>

<b>Engagement 3 - Describe nature of relationship</b>	<b>Start Date</b>	<b>End Date</b>	<b>Engagement budget</b>	<b>Percent budget split between firms</b>

## **PART 3 – ENGAGEMENT APPROACH**

### **Service Desk Support**

*Limit response to 10 pages*

#### **Approach to Meeting Requirements**

*Describe your approach to meeting Service Desk Support requirements (specified in Section 2.1) including but not limited to:*

- *Key Service Elements*
- *Key Administrative Requirements*
- *Key Performance and Service Improvement Requirements*
- *Applications and Supported Services*
- *a description of your protocol for identification of problems and issues related to the delivery of services. This protocol should include designated contacts, resolution intervals, and levels of management to be utilized to correct and resolve such matters.*
- *a description of how requests received from VIP accounts will be handled.*

#### **Approach to Meeting Service Levels**

*Describe your approach to meeting Service Desk service level requirements (specified in Section 3) including but not limited to:*

- *a description of your reporting capabilities*
- *how you will meet or exceed the minimum SLR including detailed descriptions of how the service element is measured*

#### **Sample Reports – not included in page limit**

- *Include sample reports for the Service Desk Support service measures specified in this RFP.*
- *Include sample reports from other recent engagements that reflect your performance for similar Service Desk Support service level requirements.*

### **End User Break-Fix Support**

*Limit response to 10 pages*

#### **Approach to Meeting Requirements**

*Describe your approach to meeting End User Break-Fix Support requirements (specified in Section 2.2 ) including but not limited to:*

- *Key Service Elements*
- *Key Administrative Requirements*
- *Service Site Requirements*

- *End User Equipment Requirements*

*The End User Break-Fix Support approach shall also include narrative describing:*

- *the protocol for identification of concerns related to the delivery of services. This protocol should include designated contacts, resolution intervals, and levels of management to be utilized to correct and resolve such matters.*
- *how requests received from VIP accounts will be handled.*
- *plans for how staff will be dispatched to Emergency sites*

#### **Approach to Meeting Service Levels**

*Describe your approach to meeting End User Break-Fix Support service level requirements (specified in Section 3.) including but not limited to:*

- *a description of your reporting capabilities*
- *how you will meet or exceed the minimum SLR including detailed descriptions of how the service element is measured*

#### **Sample Reports – not included in page limit**

- *Include sample reports for the End User Break-Fix Support service measures specified in this RFP.*
- *Include sample reports from other recent engagements that reflect your performance for similar End User Break-Fix Support service level requirements.*

#### **General**

*Limit response to 3 pages.*

*Describe what differentiates your services from your competitors.*

*Describe what strategic advantages your organization brings to the relationship.*

*Describe how you will ensure compliance with Information Technology Infrastructure Library ("ITIL") as of the Contract Start Date and will maintain such level of compliance throughout the Term.*

*Describe how you will minimize the ServiceNow licensing burden on the state..*

## **Customer Satisfaction**

### **Approach to Meeting Service Levels**

*Describe your approach to meeting or exceeding the Customer Satisfaction service level requirements (specified in Section 3.) Limit response to 2 pages.*

### **Sample Recent Engagement Reports**

*Include sample reports from other recent engagements that reflect its performance for similar Service Desk Support service level requirements.*

## **Training Plan**

### **Approach to Meeting Requirements**

*Describe your approach to meeting Training requirements (specified in Section 2.4.) Limit response to 2 pages.*

## **Start-Up Plan**

*The Technical Proposal shall include an initial Start-Up Plan describing the Bidder's approach to meeting the Start-Up requirements specified in Section 2.5. Limit response to 15 pages.*

*The final Start-Up plan will be negotiated with the Contractor and approved by ITS after award. The initial proposed Start-Up plan shall include:*

- *Approach to training Contractor staff on ITS systems, processes and procedures and knowledge base articles*
- *Start-Up strategy (e.g., which services first, how many at a time, how to coordinate management and ticket handling among responsible organizations during the transition)*
- *Knowledge transfer, reverse knowledge transfer and training plans*
- *Roles and responsibilities during the Start-Up period, including Contractor and ITS staff*
- *Communications Plan including methods of communicating progress and issues, as well as recommendations on meeting frequency and attendees*
- *Escalation procedures for addressing concerns during the Start-Up period*

- *Criteria for Contractor acceptance of full responsibilities for services described in the RFP*
- *Start-Up schedule - The Start-Up plan shall include a detailed proposed Start-Up schedule to complete all of the requirements of this RFP. All critical milestones, deliverables, tasks, resources, timeframes, dependencies and the schedules' critical path shall be clearly delineated within the Start-Up project schedule. The Start-Up project shall include, at a minimum, the milestone deliverable specified in Appendix X – Milestone Deliverables. Bidders are expected to use their experience with similar projects to make recommendations on the required tasks and schedule.*
- *Bidder acknowledges that any Start-Up plan negotiated between the parties shall include milestone dates. Such milestone dates shall be of the essence of the contract, as they are required for ITS to meet customer obligations for uninterrupted service.*

### **Risk Management Plan**

*The Technical Proposal shall include a Risk Management Plan that clearly articulates the methods to be utilized in the identification of potential risks; the procedures utilized to predict the likelihood that a risk will occur; the methods for quantifying the potential impact to the managed service; and, the methods for development of action plans to mitigate the impact of that risk occurrence. The Bidder should include information regarding best practices and, if applicable, lessons learned during other engagements that have been incorporated into the proposed Risk Management Plan. Limit response to 5 pages.*

### **Quality Management Plan**

*The Technical Proposal shall include a Quality Management Plan that describes the processes and techniques to measure, monitor and control, the quality of the services to ensure that the requirements of this RFP are met. The Bidder should include information regarding best practices and, if applicable, lessons learned during other engagements that have been incorporated into the proposed Quality Management Plan; examples of bidder cost saving proposals that were implemented during other customer engagements; and describe how Bidder reports on and ensures compliance with regulatory and privacy requirements such as CJIS Security. Limit response to 2 pages.*

### **Change Management Plan**

*The Technical Proposal shall include a comprehensive Change Management Plan that will encompass Organizational change, within a mutually agreed upon timeframe after contract approval for ITS approval. Organizational change allows for the capture of impact to people, process, and culture, within a mutually agreed upon timeframe after contract. Limit response to 2 pages.*

## PART 4 - KEY PERSONNEL AND STAFFING

*In this section of the Technical Proposal, Bidders should demonstrate that proposed staff have the necessary knowledge and demonstrated ability to provide the services required by this RFP. ITS reserves the right to reject any personnel proposed by Bidder and will review and approve any substitutions in staff from those proposed by the Bidder in its Proposal.*

## Key Personnel

*The Proposal shall include experience profiles/resumes for all proposed Key Personnel (including any subcontractors) for the following roles using the format below. Limit response to 1 page per person*

- *Engagement Management*
- *ITS Service Desk Management*
- *End User Break-Fix Support Services Management*

Person Name:		Proposed Role:	
Professional associations, certifications, and degrees:		Number of years of relevant experience in the proposed role:	
Description of relevant experience:			

## Staffing Plan

*Bidders are required to complete a staffing plan that provides the following. Limit response to 5 pages.*

- *A description of the strategy that will be used by Contractor to acquire human resources with the appropriate skills to staff the engagement and meet the obligations of this RFP.*
- *If subcontractors are to be used, the staffing plan shall describe the specific need for the expertise of the subcontractor and describe the contractual arrangements with the subcontractor.*
- *A description of methodologies Bidder currently uses and will use to minimize or eliminate attrition of employees.*
- *A description of the experience and actual training completed by existing staff to be assigned to the Contract*
- *A description of the training to be provided by Bidder to new hires before they are assigned to the Contract*
- *A description of whether staff will be dedicated to this engagement or shared with other engagement.*
- *A plan to notify ITS of any proposed changes for the key personnel. Include proposed procedures to replace the Key Personnel with someone possessing equal or greater qualifications if required by ITS.*



- *The staffing plan shall support End User Break-Fix Support for Standard, Priority, Secure and Emergency Services. To demonstrate to ITS that Bidder can provide the Services, Bidder shall include the following:*

- *The location from which each End User Break-Fix support staff will be dispatched*
- *The areas of NYS that each End User Break-Fix support staff will cover*

--

## PART 5 - SITE VISIT FACILITY INFORMATION

ITS will conduct one (1) functional site visit to ensure Bidder can provide adequate facilities for supporting the Service Desk Support and alert monitoring requirements. It is preferred that the Bidder propose a single service desk and alert monitoring site for ITS visit. The site(s) identified by the Bidder must be a facility that is representative of the type of facility or facilities that it is proposing to use to perform the work of the scale and scope required by this RFP. Provide the following details about your facilities and limit response to 3 pages.

### Service Desk Facility

Name of contractor / sub-contractor operating the facility	
Street address	
City/state / zip code	
Contact name / title	
Contact telephone number	
Contact email address	
Year operations were established	
Number of customers supported from this site	
Number of service desk agents at this site	
Number of call handled annually at this site	
Description of the facility including the functionality that can be observed:	

### Monitoring Facility

Name of contractor / sub-contractor operating the facility	
Street address	
City/state / zip code	
Contact name / title	
Contact telephone number	
Contact email address	
Year operations were established	
Number of customers supported from this site	
Number of systems monitored at this site	
Description of the facility including the functionality that can be observed:	

## Attachment 19 - Requirements Verification and Traceability Matrix

Bidder is instructed to complete Attachment 19 to verify its ability to meet the business requirements, and identify what section and page of its proposal (completed Attachment 18) addresses each requirement. Enter a response code from the list below :

Response Code	Description
Yes	Proposed solution meets the requirement
No	Proposed solution does not meet the requirement

If the Bidder's entry to the "Response Code" column requires explanation or clarification, the explanatory text must be provided in the "Comments" column.

The Bidder must reference the location in the Engagement Approach narrative that describes how it satisfies the requirement.

RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
<b>2.1</b>	<b>Level 1 IT Service Desk Support</b> The primary function of the Level 1 IT Service Desk is to serve as the entry point, or Single Point of Contact (SPOC), for Incidents, service requests and technical problems experienced by NYS ITS End Users. <b><u>Key Service Elements will include:</u></b> <b>General</b> 1. Contractor will, and will cause any Subcontractors to, perform all Services in compliance with the then-current version of the Information Technology Infrastructure Library ("ITIL"). 2. Contractor will ensure that it is assessed as compliant with ITIL as of the Contract Start Date and will maintain such level of compliance throughout the Term. 3. Upon ITS request, Contractor will provide ITS with evidence of compliance with such ITIL Standards. 4. Single Point of Contact (SPOC) for service desk support calls for IT-related Issues 5. Access via a no-fee telephone access (1-800 or an internal 518 number if calls originate from an on premise State telephone system). The Contractor must provide a SPOC call-in access telephone number dedicated to this contract for all service desk Services described in this RFP for all the ITS customer sites. 6. Service desk coverage provided 24x7x365 days per year				



RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
	7. Record callers' information into the Service Management System, document the details of the Incident and Service Requests (i.e.; need a new phone, move from desk A to B, new employee onboarding etc.) in ticket accurately, document the diagnostic steps performed when troubleshooting the Issue, and assist the user with resolution using existing procedures and documentation.				
	8. For all Incidents resolved by the Contractor, Contractor must document the resolution steps and close the incident (via ServiceNow) in less than 10 minutes following Incident Resolution, for Level 1 and Level 2 Break-Fix incidents.				
	9. The Contractor must record and redirect out-of-scope Incidents and Service Requests to ITS support group. See Table 2 – End User Support Responsibility Matrix.				
	<b>Phone System</b>				
	10. The Contractor must select and implement voice communications (e.g. IVR, ACD) software and hardware needed to collect the necessary information in order to document the Service Requests and Incidents received by the service desk.				
	11. Automatic call-back system				
	<b>Incident</b>				
	12. Assign severity levels to Incident based on the definitions provided by ITS. Examples of severity levels of Incidents are shown in Table 1. ITS reserves the right to mandate the severity level assigned to any given Incident.				
	13. Provide initial incident determination and Level 1 support incident resolution for End User devices including desktop, laptop, mobile, phones and video conferencing devices, business applications identified by ITS, third-party applications (COTS products such as Microsoft Office Suite, Cisco collaboration tools, Adobe etc.) and provide basic support for network connectivity including wireless where available as directed by ITS knowledge articles. See Appendix L for details about historical incidents.				
	14. The Contractor must resolve Incidents using remote-control capability for troubleshooting and incident resolution purposes, when possible, implement corrective actions to resolve Incidents including implement patches for known errors. If Resolution is not possible, escalate per the escalation procedures.				

RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
	15. Route incidents that are not First Contact Resolvable to the Contractor's End User Break-Fix support staff or NYS ITS staff, depending on the nature of the Incident or Service Request. See Appendix S.				
	16. Prior to handing off out-of-scope Incidents and Service Requests to the ITS support group, the Contractor must verify workstation connectivity to application or service.				
	17. Record any updates or modifications on Incidents and Service Requests until it is closed.				
	<b>VIP</b>				
	18. The Contractor must provide a VIP support process. All interactions with Employees designated as VIPs in ServiceNow shall be directed to senior call handlers and reviewed by ITS Service Desk Management.				
	<b>Alert Monitoring</b>				
	19. On a 24x7x365 basis monitor pre-defined dashboards, provided via 6 individual monitoring systems for the purpose of initiating incidents to NYS resolver groups for proactive systems management. The monitoring systems will capture critical health indicators of NYS IT Infrastructure components including network, servers, storage, and telecommunication.				
	20. Appendix R is a sample guide of one of ITS' monitoring procedures currently in use.				
	21. The Contractor will access NY State owned monitoring systems using virtual desktop connections and tools provided by NYS.				
	22. The current alert monitoring tools include: Prime, OpenNMS, Zenoss, email, IBM Tivoli Omnibus Console and Microsoft SCOM console. The list of monitoring tools are subject to modification during the entire length of the Contract.				
	23. The Contractor must ensure the quality of alert incident reporting by minimizing instances of incorrect Alerts (for example, alert incidents assigned to the wrong Assignment Group and/or on the wrong categorization, and scheduled outages).				
	<b>Knowledge Base</b>				
	24. Collaborate with NYS ITS to promote and enrich the Knowledge Base and the procedures required to manage the service desk				
	<b>Password Reset</b>				
	25. Password Resets for End Users				
	26. NY.GOV.ID Password Resets for citizens				



RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
Mobile Device Support					
	27. Level 1 support for both iPhone and Android devices				
	28. Mobile devices will be supported in the following manner: A. Mobile device connection to the Mobile Device Management software and the NYS Appstore B. Connectivity to email and other collaboration tools from mobile devices C. How To documentation / knowledgebase articles for native email, calendar, O365, Cisco collaboration suite, virtual desktop and other applications D. Remote device password reset and device disablement for lost / stolen devices				
Quality Control					
	29. Customer Satisfaction Survey/Report - Currently, ITS conducts periodic Customer Satisfaction surveys to find out how customers rate Services and support provided; ascertain factors that contribute to Customer Satisfaction or dissatisfaction; and to give customers a voice to influence IT Services priorities and potential initiatives. ITS and the Contractor will review survey results and the Contractor must identify process improvements based on survey results.				
	30. The Contractor must provide ITS staff the ability to remotely monitor Contractor Service Desk agent calls (sometimes referred to as "service observe") for quality assurance audit purposes.				
Service Level Metrics					
	31. The Contractor must track/manage/report service levels against the SLR attainment metrics.				
	32. The Contractor should provide suggestion on how levels of service can be improved.				
Translation Services					
	33. In compliance with Executive Order 26 and State policy to provide language access to public services and programs, the Contractor will provide translation services for the top 6 non-English speakers languages. During the past year ITS provided translation services for Chinese, Creole, Italian, Korean, Russian and Spanish languages for a total of 37 calls / 385 minutes.				
Key Administrative Requirements					
General					



RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
	34. The Contractor must provide and maintain recommended Service Desk Operations and Administration procedures for review and approval by ITS.				
	35. The Contractor must provide and maintain Service Desk Remote Device and Software Management procedures in the Standards and Procedures Manual for review and approval by ITS.				
	36. The Contractor must record, categorize, prioritize and log all Issues in ServiceNow.				
	37. The Contractor must answer calls using the ITS approved scripts.				
	38. The Contractor must host this service at the Contractor's location within the continental US.				
	39. All contract Milestone Deliverables must be submitted and accepted on the Deliverable Acceptance Form (Attachment W).				
	<b>Staff Skills</b>				
	40. The Contractor must also provide Service Desk Management.				
	41. The Contractor must answer service desk calls/email messages/chat professionally and courteously in a timely manner, consistent with SLR attainment metrics.				
	42. The Contractor must establish training programs to orient Contractor staff on ITS mission, vision and values.				
	43. The Contractor must provide appropriately skilled staff to meet the service level requirements specified in this RFP.				
	44. The Contractor must provide expert assistance for inquiries about the features, functions, and usage of hardware and software.				
	<b>Tools</b>				
	45. The Contractor will use ServiceNow to document users' Issues; monitor work queues; open, update and close tickets. The Contractor Service Desk staff will use ServiceNow licenses provided by ITS.				
	46. Before award of the contract ITS will enable remote support to all End Users' devices across the Enterprise using standard tools like SCCM, VDI, and RDP. Additionally, service desks also use other tools for enterprise management of endpoint devices, including SCCM for desktops, and MDM for mobile devices.				
	<b>Communication</b>				
	47. Communicate with users any ITS-scheduled downtimes, existing problems, or other types of Issues where users should be notified using ServiceNow, or the Contractor's IVR. The Contractor is also responsible for updating the IVR with information about any major outage, as directed by ITS.				

RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
2.1.1	<b>Escalation Protocol</b>				
	48. The Contractor must establish a detailed protocol for identifying concerns related to the delivery of Services. This protocol should include designated contacts, resolution intervals, and levels of management to be utilized to correct and resolve such matters.				
	49. The Contractor must maintain and provide escalation contact list(s) for all of the Contractor Service Areas (including Third Parties such as vendors and service providers).				
	<b><u>Key Performance &amp; Service Improvement Requirements</u></b>				
	50. The Contractor must maintain a continuous improvement program that improves services.				
	51. The Contractor must identify solutions that minimize the need to call the service desk (e.g., additional End User training, Self-Help Support opportunities).				
	52. The Contractor must document solutions to Resolved Incidents and provide feedback for continuous improvement of the knowledge articles.				
	<b>Applications and Supported Services</b>				
	53. Contractor will log, diagnose, resolve, and refer Issues to appropriate ITS resolver groups when required. In cases where the call is not First Contact Resolvable, Secondsecond, and Third third Tier level ITS Support specialists will address and resolve the Incident.				
	54. Contractor shall be required to provide Level 1 support to all applications, software and processes utilized by End Users and citizens. Support includes all upgrades, enhancements, new versions and replacement applications for each of the ITS supported applications.				
2.2	<b>Level 2 End User Break-Fix Support</b>				
	The primary function of Level 2 End User Break-Fix Support is to provide on-site Break-Fix support for End User equipment. The Contractor will respond to an Incident request and dispatch technicians to repair or replace the defective equipment according to ITS approved procedures and guidelines.				
	<b><u>Key Service Elements include, but are not limited to, the following:</u></b>				
	<b>General</b>				
	1. Meet the Service Site requirements for Break-Fix support as detailed in Section 2.2.1				
	2. Support printers in a network environment, including Plotters, MFD and MFP equipment..				



RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
	3. Level 1 support of Specialty Applications and associated hardware used by End Users.				
	<b>Activity</b>				
	4. Assist End Users with technical support of desktop computers, applications, peripherals, and related technology.				
	5. Document the details of the End User Issue accurately, document the diagnostic steps performed when troubleshooting any Incident, and assist the user with resolution using existing procedures and documentation.				
	6. Use ServiceNow to document users' Issues; monitor work queues; and open, update, and close tickets.				
	7. Verify the End User is logged in using their Active Directory (AD) credential and their device images are appropriately installed using the imaging software via Microsoft SCCM.				
	8. Verify workstation connectivity to application and obtain End User acceptance and sign off that confirms the custody of the new equipment and that the user is fully operational.				
	<b>Asset Management</b>				
	9. Maintain an End User equipment inventory in the Asset Tracking System that is part of ServiceNow.				
	10. Maintain and safeguard End User equipment per the requirements specified in section 2.2.2				
	11. Verify that all records (e.g., inventory, asset and configuration management records) are updated to reflect resolution of Incidents /fulfilled Service Requests.				
	<b>Key Administrative Requirements</b>				
	12. The Contractor must establish a detailed protocol for identifying concerns related to the delivery of Services. This protocol should include designated contacts, resolution intervals, and levels of management to be utilized to correct and resolve such matters.				
	13. It is expected that all the Incidents that are directed to the Contractor End User Break-Fix Support staff for dispatch will be managed through ServiceNow.				
	14. For occasions where voice communications are required, the Contractor must provide ITS with a phone number for use 24x7x365 to access the Contractor's maintenance organization for dispatch, clarifications, and status updates. Assigned Contractor Staff must carry cellular (mobile) phones, at Contractor's expense.				
	15. The Contractor must interact directly with the End User or their designee to provide documentation, status updates, and resolutions.				

RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
2.2.1 Service Site Requirements					
The Services required have different service requirements, based on the type of site supported.					
Standard Site Support					
	16. Coverage is required for on-site installation and repair services by a trained Break-Fix Technician, Monday through Friday, 7:00 AM to 5:00 PM ET (NYS Business Hours), excluding NYS holidays. You may access a list of NYS Holidays at <a href="http://www.cs.ny.gov/attendance_leave/2015_legal_holidays.cfm">http://www.cs.ny.gov/attendance_leave/2015_legal_holidays.cfm</a> .				
	17. The Contractor may be requested for dispatch during off hours. The Contractor must provide an off-hours contact number to be utilized in emergency situations outside of NYS Business Hours.				
	18. Contractor staff member must respond to the Incident contact person by phone or email within 4 hours of receipt of the Incident to acknowledge receipt and convey the expected technician arrival time.				
	19. The Break-Fix Technician must be onsite for Incident that require dispatch by the next business day for locations within a 50-mile radius of a major city limit. (Major NYS cities are: Albany, Syracuse, Rochester, Buffalo, NYC, and Long Island.)				
	20. For other locations, the dispatched Break-Fix Technician must be onsite within 2 business days of the dispatch request.				
	21. The response/repair time requirements for Break-Fix Services are intended to ensure optimal productivity from installed equipment by minimizing downtime. This is an especially critical factor in locations where back-up equipment is not readily available.				
Priority Site Support					
	22. Priority sites must be supported 24 x 7. Priority sites are listed in Appendix I.				
	23. Within such hours of service availability, the Contractor must be on-site and must complete the necessary repairs within four (4) clock hours from receipt of a call from the service desk requesting Break-Fix Services.				
ITS reserves the right to add or remove sites from the priority off-hours list, with 30 calendar days' advance notice to the Contractor. The total of priority sites will not increase by more than five over the life of the contract unless agreed by the Contractor.					
Secure Site Support					



RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
	There are strict guidelines for anyone entering a Secure Facility. For example, Contractors need a gate pass, and all support staff will need a Department of Corrections and Community Supervision (DOCCS) issued note allowing them into a facility with less than 24 hours' notice and will be required to have a security escort at all times inside a Corrections Facility. No cell phones, air cards, or "contraband" will be allowed. Staff are only allowed to bring in an ITS-issued laptop if pre-approved. The Contractor will be provided with a list of secure sites and any additional applicable security requirements. These sites may take additional time to get into and out of.				
	24. The Contractor will be required to support Secure Sites, such as prisons and certain mental health facilities throughout the state on a 24x7 basis.				
	25. The Contractor must provide a list of all tools being brought into the Corrections Facility.				
	<b>Emergency Support</b>				
	26. Contractor must provide Emergency On-site Support Services 24x7 for the duration of a declared emergency at any ITS designated emergency operations centers, including providing End User equipment provisioning/configuration and tracking, End User Support, on-site maintenance, repair and troubleshooting services.				
	27. ITS will provide Contractor twelve (12) hour advance notification, when possible. However, some disasters and emergencies may require immediate dispatch of Contractor staff. Shifts are typically 8 AM to 8 PM and 8 PM to 8 AM during the emergency.				
	28. Contractor staff must utilize the ServiceNow system for progress entries, transfers, and ticket closure operations.				
<b>2.2.2</b>	<b>End User Equipment – Requirements</b>				
	<b>Equipment Storage</b>				
	29. The Contractor shall be required to store and install equipment purchased, and pre-configured by ITS, as necessary during the term of the Contract.				
	30. The Contractor must maintain adequate inventory by region to meet the SLR's. Prior to commencement of Services, Contractor is required to implement adequate replenishment re-order points, controls and procedures that will provide adequate lead time for ITS to procure, image and deliver equipment and any ITS and/or State chain-of-custody requirements.				

RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
	31. The Contractor must take commercially reasonable measures to safeguard all New York state property from loss, destruction, or other damage before it is delivered into the possession of ITS, and will be liable to ITS for the loss, destruction, or damage of any equipment that is attributable to Contractor or its staff or subcontractors.				
	32. Contractor, at its sole expense, must safeguard each piece of equipment delivered to the Contractor and shall bear the risk of loss thereof until the item has been completely installed by the Contractor and accepted by the NYS End User in writing. Upon acceptance, the risk of loss shall pass to New York State.				
	Subject to any applicable limitations set forth in Appendix A, The State reserves the right to audit and/or review its assets provided to the Contractor to assess the quantity, condition, etc. of those assets. Contractor will be informed within a reasonable period of time in advance of such audits. However, the State reserves the right, in its sole discretion, to conduct unscheduled, on-site visits if it is deemed to be in the best interests of the State.				
	<b>Removal of Old Equipment</b>				
	33. Contractor shall be solely responsible and liable for the safety and security of any ITS equipment removed from a site and for any data contained therein, at Contractor's cost and expense until such equipment is returned to ITS in accordance with ITS instructions.				
	34. The Contractor must take commercially reasonable measures to safeguard all New York state property from loss, destruction, or other damage before it is delivered into the possession of ITS, and will be liable to ITS for the loss, destruction, or damage of any Equipment that is attributable to Contractor or its staff or subcontractors. Prior to commencement of Services, ITS will provide Contractor with any applicable additional processes and procedures for the pickup, handoff, and delivery of Equipment and any ITS and/or State chain-of-custody requirements.				
	<b>Equipment/Asset Inventory Requirements</b>				
	35. The Contractor staff must maintain the End User equipment asset inventory in ServiceNow for any Break-Fix replacements and returns.				



RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
	36. In addition, the Contractor must provide supporting documentation, (e.g. ServiceNow) for Break-Fix Services that includes the following information: <ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Date and Time</li> <li>• Site ID</li> <li>• Site Name</li> <li>• Agency Location Code (if applicable)</li> <li>• Site Address</li> <li>• Organization/Agency Name</li> <li>• Equipment Type (e.g., Desktop, Printer)</li> <li>• Equipment Model</li> <li>• Equipment ID</li> <li>• Serial Number</li> <li>• IP Address</li> <li>• Asset Tag Number (if applicable)</li> <li>• Program Number</li> <li>• Cost (if applicable)</li> <li>• PO # (if applicable)</li> <li>• Status</li> <li>• User name (if applicable)</li> </ul>				
<b>2.3</b>	<b>Background Check Requirements</b>				
	37. Contractor must ensure that all employees that perform services under this Contract undertake and complete a full New York State Police fingerprint background investigation process, which will include a federal criminal justice site security check, as required by ITS or NYS law, rules and regulations prior to placement at ITS. Any costs associated with the background checks, including related travel, will be borne by Contractor.				
<b>2.4</b>	<b>Training Requirements</b>				
<b>2.4.1</b>	<b>NYS Mandated Training</b>				

RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
2.4.2	<p>38. Contractor employees that provide services under the Contract must complete annual NYS mandated training courses. All mandated courses are available online from the Statewide Learning Management System (SLMS) using a web browser interface. The courses that are currently required will take approximately eight (8) hours, in total, to complete and include:</p> <ul style="list-style-type: none"> <li>• Right to Know</li> <li>• Privacy and Security of Health Information</li> <li>• Internal Controls</li> <li>• Cyber Security Information and Security Awareness (separate or combined training will include content regarding compliance with the requirements of CJIS)</li> <li>• Equal Employment Opportunity: Rights and Responsibilities</li> <li>• Sexual Harassment in the Workplace</li> <li>• Prevention of Violence in the Workplace</li> <li>• Code of Conduct</li> </ul>				
	<p>There is no charge to the Contractor for NYS-provided training, although the staff hours to attend the training is the responsibility of the Contractor. The content and quantity of mandated training courses may change over the course of this contract and will be communicated by ITS to the Contractor.</p> <p><b>Additional Training</b></p>				
	<p>39. The Contractor will be required to provide its employees with training required to maintain and update proficiency with new technologies and applications throughout the contract term at the Contractor's expense.</p>				
2.5	<p><b>Startup Period Requirements</b></p> <p>The Startup Period shall be 90 days following the approval by the State Comptroller. During the Startup Period, <b>the Contractor must:</b></p>				
	<p>40. Present a detailed 90 day Start-Up plan, within the first seven (7) days of the Start-up period that supports the smooth and non-disruptive transition of L1 service desk and L2 Break-Fix services from ITS to the Contractor</p>				
	<p>41. Establish and finalize operational procedures and guidelines, in working closely with ITS. Examples of items to be addressed include establishing call priority levels, call categories, appropriate points of contact for all second and third level support for calls outside of Contractors responsibility, establish VIP caller list and escalation procedures</p>				



RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
	42. Develop a consolidated business calendar that provides a window of events during a calendar year that would generate more than normal call volumes. This may include events such as tax filing season, budget season, relocation of staff etc.,				
	43. Process for the Contractor to be notified through the ITIL Change Management process of infrastructure updates/changes, introduction of new software or tools that may impact the call volumes				
	44. Review and suggest updates to initial Knowledge Base articles for all standard COTS tools, customized and proprietary based business applications for level 1 service desk support requirements				
	45. Develop and gain approval on reporting formats, data sources and transmission channels to meet the requirements outlined in section 3.1.1				
	46. Review, refine and finalize the Start-Up Plan. Bidders must propose their initial Start-up plan and schedule as described in Section 6.2.1.3 of this RFP.				
	47. Train and acquaint the Contractor service professionals with the tools and systems and transition from the current service model to the new Contractor provided services including both knowledge transfer and reverse knowledge transfer.				
	48. Request and validate required system access and authorization to perform the Contractor proposed services				
	49. Validate and finalize baseline for call volumes, document technical environments supported, supported business applications etc.				
	50. At the end of the Start-Up Period the Contractor is expected to be fully functional on the 91 <sup>st</sup> day following the approval by the State Comptroller and begin capturing the performance metrics listed in Section 3.				
	51 Reserved				
<b>2.6</b>	<b>Stabilization Period Requirements</b>				
	The Stabilization period shall commence on the 91 <sup>st</sup> day and end on the 180 <sup>th</sup> day following the approval by the State Comptroller. During the Stabilization period, <b>the Contractor must:</b>				
	52. Be fully operational and follow the operational procedures and guidelines established during the Start-Up period				
	53. Collect and report on the performance metrics and SLR's and provide Service Level Compliance information on the Service Level Requirements listed in Section 3. The format and other details will be agreed upon during the Start-Up period.				
	54. Provide service fully compliant with ITIL level 3.				

RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
2.7	<b>End User Support Responsibility</b> The list below represents some areas that are critical for the initial and ongoing success for the delivery of End User support services. <i><b>This list is not intended to be an all-inclusive list and Contractor must ensure all Contractors responsibilities are identified during the Start Up period, which will last 90 days starting on the approval of the contract by the State Comptroller.</b></i>				
<b>SECTION 3- Service Level Requirements, Credits for Non-Performance, Earnbacks and Reporting Requirements</b>					
	1. The Contractor must meet or exceed the Service Level requirements (SLRs) outlined in this section. The SLR Credit is measured within a window of each 12 months beginning with the Steady State. Table 3 – SLRs includes a list of (A) Service Measures, (B) SLR Measurement (C) Minimum Service Level per 12-month calendar period (D) Service Level Credit % of "At Risk" amount.				
3.1.1	<b>Service Desk Reporting</b> All reporting requirements will be driven from ServiceNow, which will be the system of record for all Services delivered by the Service Desk. Summary and real-time data should also be accessible to ITS for ad-hoc and on-demand reporting.				
	2. The Contractor must provide Service Desk reports on a daily, weekly, monthly and annual basis				
	3. In addition to Incident reports, the Contractor will also provide and distribute reports for operational performance metrics from Contractor's ACD system.				
	4. The Contractor will create and deliver custom reports from the data that is available in ServiceNow and other systems under Contractors control and used to perform the Services set forth here in this document as requested by ITS.				
	5. The Contractor will create and deliver any additional reports requested by ITS as agreed upon by Contractor and ITS.				
3.1.2	<b>Performance Reporting</b> 6. The Contractor must provide monthly reports to ITS that describe the Contractor's performance in all the elements of the SLR in the format provided in Appendix C.				



RFP Section	Requirement	Bidder's Response			
		Response Code (Yes/No)	Proposal Section/Para	Proposal Page #	Comments
	<p>7. Contractor agrees to provide written monthly reports to ITS, by the 7<sup>th</sup> calendar day of each month, regarding compliance for each SLR Measurement as follows:</p> <ul style="list-style-type: none"> <li>• Statistics on Contractor's monthly actual and projected invoice amounts for Service Desk and Break-Fix End User Support Services; and</li> <li>• Statistics on Contractor's actual monthly performance;</li> <li>• Remediation plans for any areas of performance where SLR(s) have not been achieved.</li> </ul> <p>Appendix C will automatically calculate:</p> <ul style="list-style-type: none"> <li>• Average Performance 12-month period to date;</li> <li>• Sum of actual and projected invoices for reporting period; and</li> <li>• Sum of Service Level Credits tentatively due to ITS for Service-Level Defaults; subject to the maximum "At Risk" Amount.</li> </ul>				
	<p>8. Within fifteen (15) business days after the end of the 12-month period, Contractor shall provide a written report to ITS for each SLR Measurement as follows:</p> <ul style="list-style-type: none"> <li>• Statistics on Contractor's monthly actual and projected invoice amounts for Service Desk and Break-Fix End User Support Services; and</li> <li>• Statistics on Contractor's actual monthly performance;</li> <li>• The sum of Unrelieved Service Level Credits due to ITS for Service-Level Defaults during the 12-month period; subject to the maximum "At Risk" Amount; and</li> <li>• Remediation plans for any areas of performance where SLR(s) have not been achieved.</li> </ul>				
	<p>9. In addition, Service Levels Reports for all service measures must be available at least daily. ITS prefers a solution that provides access to the Contractor's Call Management System for real time and historic reporting, with both standard and custom report functionalities.</p>				
<b>3.1.3 Status meetings</b>					
	Contractor further agrees, at a minimum to:				
	<p>10. Meet monthly with ITS to review service level performance and ensure that it is consistent with the scope of the requirements, and prepare a report of any remedial action required.</p>				
	<p>11. Meet quarterly with ITS Management to review service performance over past quarter review service trends and reporting measures, review action items and resolution, identify opportunities and areas for improvements</p>				



## **Attachment 20: Extraneous Terms Template**

### **RFP C000382-ITS Service Desk Support and End User Break-Fix Support Services**

In compliance with RFP §5.29, *Extraneous Terms*, the Bidder shall identify all proposed extraneous terms using the table below in accordance with the following instructions:

#### **INSTRUCTIONS:**

##### **RFP Page, Section & Paragraph Reference**

The Bidder must state the RFP page number, section and paragraph number for each requirement that the Bidder proposes to modify. The Bidder must insert the nature of the proposed change and its impact on the Requirement.

##### **Description of RFP Requirement**

The Bidder must insert a concise description of the RFP requirement the Bidder proposes to modify.

##### **Type of Proposed Modification**

Select a one-word classification of the proposed modification from the list in the table below.

##### **Description of Proposed Extraneous Term(s)**

Describe the impact of the proposed modification/extraneous term.

##### **Impact on RFP Requirement**

Explain whether and how the change would benefit the State. If there is a corresponding impact on the Administrative, Technical, or Cost Proposal(s), that impact should be explained with reference(s) to the specific sections that may be affected.

## Attachment 20: Extraneous Terms Template

RFP C000382-ITS Service Desk Support and End User Break-Fix Support Services

EXTRANEIOUS TERM(S)			
No.	RFP Page, Section & Paragraph Reference	Description of RFP Requirement	Type of Proposed Modification
1.			<input type="checkbox"/> Additional; <input type="checkbox"/> Supplemental; <input type="checkbox"/> Equivalent <input type="checkbox"/> Alternative
<u>Description of Proposed Extraneous Term(s):</u>			
<u>Impact on RFP Requirement:</u>			
No.	RFP Page, Section & Paragraph Reference	Description of RFP Requirement	Type of Proposed Modification
2.			<input type="checkbox"/> Additional; <input type="checkbox"/> Supplemental; <input type="checkbox"/> Equivalent <input type="checkbox"/> Alternative
<u>Proposed Extraneous Term(s):</u>			
<u>Impact on RFP Requirement:</u>			
No.	RFP Page, Section & Paragraph Reference	Description of RFP Requirement	Type of Proposed Modification
3.			<input type="checkbox"/> Additional; <input type="checkbox"/> Supplemental; <input type="checkbox"/> Equivalent <input type="checkbox"/> Alternative
<u>Proposed Extraneous Term(s):</u>			
<u>Impact on RFP Requirement:</u>			

## ATTACHMENT 21

RFP C000382

ITS Service Desk Support and End User Break-Fix Support Services

### MINORITY AND WOMEN-OWNED BUSINESS ENTERPRISES – EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT (Form #4)

#### M/WBE AND EEO POLICY STATEMENT

I, \_\_\_\_\_, the (awardee/contractor) \_\_\_\_\_ agree to adopt the following policies with respect to the project being developed or services rendered at \_\_\_\_\_

**M/WBE** This organization will and will cause its contractors and subcontractors to take good faith actions to achieve the M/WBE contract participations goals set by the State for that area in which the State-funded project is located, by taking the following steps:

- (1) Actively and affirmatively solicit bids for contracts and subcontracts from qualified State certified MBEs or WBEs, including solicitations to M/WBE contractor associations.
- (2) Request a list of State-certified M/WBEs from the contracting agency and solicit bids from them directly.
- (3) Ensure that plans, specifications, request for proposals and other documents used to secure bids will be made available in sufficient time for review by prospective M/WBEs.
- (4) Where feasible, divide the work into smaller portions to enhanced participations by M/WBEs and encourage the formation of joint venture and other partnerships among M/WBE contractors to enhance their participation.
- (5) Document and maintain records of bid solicitation, including those to M/WBEs and the results thereof. Contractor will also maintain records of actions that its subcontractors have taken toward meeting M/WBE contract participation goals.
- (6) Ensure that progress payments to M/WBEs are made on a timely basis so that undue financial hardship is avoided, and that bonding and other credit requirements are waived or appropriate alternatives developed to encourage M/WBE participation.

#### **EEO**

(a) This organization will not discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, age, disability or marital status, will undertake or continue existing programs of affirmative action to ensure that minority group members are afforded equal employment opportunities without discrimination, and shall make and document its conscientious and active efforts to employ and utilize minority group members and women in its work force on state contracts.

(b) This organization shall state in all solicitation or advertisements for employees that in the performance of the State contract all qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex disability or marital status.

(c) At the request of the contracting agency, this organization shall request each employment agency, labor union, or authorized representative will not discriminate on the basis of race, creed, color, national origin, sex, age, disability or marital status and that such union or representative will affirmatively cooperate in the implementation of this organization's obligations herein.

(d) Contractor shall comply with the provisions of the Human Rights Law, all other State and Federal statutory and constitutional non-discrimination provisions. Contractor and subcontractors shall not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

(e) This organization will include the provisions of sections (a) through (d) of this agreement in every subcontract in such a manner that the requirements of the subdivisions will be binding upon each subcontractor as to work in connection with the State contract

Agreed to this \_\_\_\_\_ day of \_\_\_\_\_, 2\_\_\_\_\_

By: \_\_\_\_\_

Print: \_\_\_\_\_ Title: \_\_\_\_\_

\_\_\_\_\_  
(Name of Designated Liaison) is designated as the Minority Business Enterprise Liaison responsible for administering the Minority and Women-Owned Business Enterprises - Equal Employment Opportunity (M/WBE-EEO) program.

**M/WBE Contract Goals**

\_\_\_\_\_ % Minority and Women's Business Enterprise Participation

\_\_\_\_\_ % Minority Business Enterprise Participation

\_\_\_\_\_ % Women's Business Enterprise Participation

**EEO Contract Goals**

\_\_\_\_\_ % Minority Labor Force Participation

\_\_\_\_\_ % Female Labor Force Participation

\_\_\_\_\_  
(Authorized Representative)

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**(iii) b.**

**Official ITS RFP Question and Answer Document**





**New York State Office of Information Technology Services**  
**RFP C000382 ITS Service Desk Support and End User Break-Fix Support Services**  
**Questions and Answers**  
**As of February 9, 2016**

**Question 1:**

Vendor requests that the minimum qualifications listed in section 4.1 be modified as requested below to maximize competition for the State by including more capable vendors that would be forced to No-Bid this opportunity.

The RFP currently reads: MANDATORY BIDDER ELIGIBILITY QUALIFICATIONS  
The following are the mandatory minimum Bidder qualifications that must be met by the Prime Contractor. If these requirements are not met, the State shall deem the Proposal as non-responsive and eliminate the Bidder from further consideration.  
Bidders (and their predecessor business Enterprises) must:

1. Have a minimum of ten (10) years of experience providing service-desk support services of similar size and scope to ITS requirements as set forth in this RFP, to Public Sector Entities of more than 50,000 users within the continental US.
2. Have a minimum of ten (10) years of experience providing End User Break-Fix Support services to multiple geographic locations of similar size and scope to ITS requirements set forth in this RFP.
3. Be registered with the NYS Department of State as an entity authorized to conduct business in New York State.

Vendor suggests the following re-wording for item 1. Have a minimum of ten (10) years of experience providing service-desk support services of similar size and scope within the continental US to meet ITS' requirements as set forth in this RFP. Another possible wording is: Have a minimum of ten (10) years of experience providing service-desk support services of similar size and scope to ITS requirements as set forth in this RFP to either Public or Private Sector Entities of more than 50,000 users within the continental US.

Since Infrastructure Services, Helpdesk/Deskside Services, are fairly standard across industries and sectors, putting a focus on the Public Sector will needlessly eliminate some of the larger as well as capable companies from bidding on this deal. Vendor does however support many customers in the private sector that well exceed the requirements as set forth in this RFP. We ask that the State consider our request and make a decision on or before the Bidders Conference on January 8th so that we and other vendors have enough time to respond should the State make this change. As an additional item changing the time frame from ten (10) to five (5) years would also be more inclusive, but this is merely a suggestion having talked with several other large Global System Integrators.



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**Answer 1:**

1/6/16: Section 4.1 of the RFP is **revised** to read as follows:

The following are the mandatory minimum Bidder qualifications that must be met by the Prime Contractor. If these requirements are not met, the State shall deem the Proposal as non-responsive and eliminate the Bidder from further consideration. Bidders (and their predecessor business Enterprises) must:

1. Have a minimum of seven (7) years of experience providing service-desk support services of similar size and scope to ITS requirements as set forth in this RFP, to entities of more than 50,000 users within the continental US.
2. Have a minimum of seven (7) years of experience providing End User Break-Fix Support services to multiple geographic locations of similar size and scope to ITS requirements set forth in this RFP.
3. Have a minimum of three (3) years of experience providing services of similar size and scope to ITS requirements as set forth in this RFP to Public Sector Entities.
4. Be registered with the NYS Department of State as an entity authorized to conduct business in New York State.

Attachments 17 and 18 have been **revised** accordingly

**Question 2:**

Why are you not using the HBITS contract for this work?

**Answer 2:**

1/6/16: This procurement seeks a vendor to provide a managed service. The vendor must meet or exceed the Service Level requirements (SLRs) outlined in Section 3 of the RFP. Vendor's failure to meet or exceed the SLRs, as described in Table 3-Service Level Requirements, will result in SLR Credits to ITS. The Hourly-Based IT Services (HBITS) contract is incompatible with these requirements.

**Question 3:**

Will you be using the HBITS contract in conjunction with this RFP?

**Answer 3:**

1/6/16: No. Any services procured through this RFP will not also be procured through HBITS.

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**Question 4:**

What is your reasoning for 10 years of experience for the mandatory requirements?

**Answer 4:**

1/6/16: Section 4.1 of the RFP has been revised. See answer to Question 1.

**Question 5:**

My company currently has several contractors working on HBITS providing Desk Support services under the Specialist title on that contract, will this contract cause the incumbents on HBITS to end their positions?

**Answer 5:**

1/6/16: Any services procured through this RFP will not also be procured through HBITS.

**Question 6:**

Our largest client has 24k end users, located globally, but headquartered here in NYS (as are we). They are a publicly traded company but not in the Public Sector. Will either of these facts disqualify us from consideration?

**Answer 6:**

1/6/16: Section 4.1 of the RFP, as revised on 1/6/16, identifies the mandatory minimum Bidder qualifications that must be met by the Prime Contractor. If these requirements are not met, the State shall deem the Proposal as non-responsive and eliminate the Bidder from further consideration. Based on the information provided, it does not appear that this vendor is eligible to bid as the prime contractor. As a reminder, interested vendors may pursue subcontracting opportunities.

**Question 7:**

Will the answers provided in the Pre-Bid Conference on January 8 become part of the final contract?

**Answer 7:**

1/6/16: During the Pre-Bid conference, ITS will make best efforts to answer questions received by the deadline for submission of pre-bid conference questions. Any oral responses given by the State at the Pre-Bid Conference are unofficial and shall not be relied upon in the preparation of Bid Proposals unless confirmed in an official written response. The State reserves the right to change any oral response



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previously given by the State at the Pre-Bid Conference in the official written response. Only formal clarifications and amendments to the RFP issued by ITS in official written responses will become part of the final contract.

**Question 8:**

ITIL is not a compliance framework. Can ITS provide examples of ITIL Standards compliance certificates and issuing parties to which it refers?

**Answer 8:**

1/6/16: ITS agrees. Section 2.1, Key Service Element 3 of the RFP has been **revised** to read as follows:

3. Upon ITS request, Contractor will provide ITS with evidence of compliance with such ITIL Standards.

**Question 9:**

Please explain the process with which ITS stock that contractor maintains will be replenished. (i.e., will we be repairing swapped unit or ordering a replacement of swapped unit? If repaired, who provides the parts?)

**Answer 9:**

1/11/16: The vendor will replace the unit and return the broken equipment to ITS. For more information refer to section 2.2.2 key element 30.

**Question 10:**

During a PC swap, what is required for imaging, transferring data, software, and peripheral setup?

**Answer 10:**

1/11/16: ITS will provide an imaged workstation. The vendor will be responsible for data transfer, software installs that are not part of standard image, and installing any necessary peripheral drivers.

**Question 11:**

Who is responsible for the shipping costs associated with returning units to ITS and receiving inventory replenishments?



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**Answer 11:**

1/11/16: The vendor is responsible for the cost of returning equipment to ITS. ITS is responsible for the cost of sending equipment to the vendor.

**Question 12:**

Are large networked printers and MFP's expected to be swapped or repaired onsite?

**Answer 12:**

1/11/16: The vendor will attempt to repair on site.

*Updated Response, 1/29/2016:* RFP Section 2.2 key element General 2 has been **revised** to read as follows: For printer issues after proper triaging: For printers still on warranty, either OEM or third party, as designated in asset inventory in ServiceNow, the vendor's L1 Service Desk will follow procedures within the ITSM Knowledgebase to create a dispatch request through the corresponding vendor's dispatch process, typically web-based. The L1 Service Desk will then be responsible for creating an Incident within ServiceNow, with a reference to the manufacturer Incident number, and refer to ITS's L2 assignment group for follow up and closure.  
Or If the printer is not on warranty refer to ITS's L2 assignment group to resolve.

**Question 13:**

Can ITS provide a listing of equipment that will be used to maintain adequate inventory of ITS provided replacement equipment? This will help determine how much warehouse space will need to be allocated in each metropolitan area.

**Answer 13:**

1/11/16: The best available information is located in the RFP Appendices, particularly Appendix O, Appendix T, and Appendix V.

**Question 14:**

Would the State be willing to amend the language in Mandatory Criteria (as below) in order to enable more bidders to submit a proposal?  
Mandatory Criteria

Have a minimum of ten (10) years of experience providing service-desk support services of similar size and scope to ITS requirements as set forth in this RFP, to Public Sector Entities or Private Sector Organizations of more than 50,000 users within the continental US.

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Have a minimum of ten (10) years of experience providing End User Break-Fix Support services to multiple geographic locations of similar size and scope to ITS requirements set forth in this.

**Answer 14:**

1/11/16: The mandatory minimum Bidder qualifications have been revised. See response to Question 1.

**Question 15:**

Bullet 3 in this section of the RFP states 'Upon ITS request, Contractor will provide ITS with a copy of Contractor's then-current certificate of compliance with such ITIL Standards.' Could the State please provide what it deems as an acceptable certificate of ITIL compliance?

**Answer 15:**

1/11/16: See response to Question 8.

**Question 16:**

The example includes expected service levels. Will the contract call out both expected and minimum % thresholds?

**Answer 16:**

1/11/16: No, Expected Service Levels are identified in Section 3 of the RFP, particularly Table 3.

**Question 17:**

Could you also provide a count of users and the monthly volume of tickets by each site?

**Answer 17:**

1/11/16: The information cannot be provided by site.

**Question 18:**

The footnote states after-hours period includes Sat, Sun, holidays and after 5:00 PM. However, the volume between 5:00 PM & 6:00 PM is substantial. Do the same incident response/resolution and call waiting SLR's apply during core and non-core support hours?



**Answer 18:**

1/11/16: Yes.

**Question 19:**

Is there a categorization breakdown of incident types? I.e. can we see the types of issues that are driving incident tickets?

**Answer 19:**

1/11/16: Yes, the top categories which are driving issues (in no particular order) are:

- Password Resets
- Printers
- Monitors
- Internet Issues
- Software Issues
- Data not being accessible
- Network Slowness
- Account Access or Permissions
- VOIP Phone
- WebEx
- Mobile Device Broken

**Question 20:**

Could you provide the existing and proposed SLRs for each Incident priority (P1 - P4?)

**Answer 20:**

1/11/16: SLRs remain the same regardless of Incident priority.

**Question 21:**

What percentage of incidents are raised via phone, email, chat or via the portal?

**Answer 21:**

1/11/16: Approximate estimates are as follows:

- Phone 75%
- Email 7%

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- Self-Service 18%
- Chat 0%. Chat is in its infancy

**Question 22:**

Do the same SLRs apply regardless of channel used to raise the incident?

**Answer 22:**

1/11/16: The SLR for each channel is listed in Table 3.

**Question 23:**

What percentage of incidents are resolved by 1st, 2nd, 3rd level support?

**Answer 23:**

1/11/16: This information cannot be provided.

**Question 24:**

What percentage of incidents are resolved via automation?

**Answer 24:**

1/11/16: ITS has automation for some end user password resets, which are not logged as incidents. The majority of incidents are not resolved via automation.

**Question 25:**

What percentage of incidents can be user-resolved utilizing user facing knowledge base?

**Answer 25:**

1/11/16: Currently the amount is minimal. We believe this is an area the successful Bidder can improve upon.

**Question 26:**

What percentage of incidents come from VIPs?

**Answer 26:**

1/15/16: Less than 1% on average

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**Question 27:**

Has there been any recent automation implementation to reduce ticket volume (e.g. automated password resets, user facing knowledge base, etc.)

**Answer 27:**

1/11/16: Not recently.

**Question 28:**

Please clarify what version of ServiceNow is currently being used? Are there any plans to upgrade? Who owns the ServiceNow platform?

**Answer 28:**

1/11/16: ITS provides the ServiceNow platform. We are currently on FUJI. Our intent is to remain not more than 1 version behind the newest release.

**Question 29:**

Do any of the agencies require a dedicated Service Desk function or specialized skills?

**Answer 29:**

1/11/16: No.

**Question 30:**

Remote access setup and credentials - Could you provide information on what tools are being used now for this?

**Answer 30:**

1/11/16: See RFP Section 2.1 Alert Monitoring, Key Service Element 22.

**Question 31:**

Emergency Task Order Form and procedures: Is there a current Business Continuity / Disaster Recovery plan in place? Does it cover all agencies and locations?

**Answer 31:**

1/11/16: This is outside the scope of the RFP.



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**Question 32:**

Can we get the current ratio of field staff to central service desk staff?

**Answer 32:**

1/11/16: Three Central Service Desk staff to one Field Staff.

**Question 33:**

In items 16-18 on the Calendar of Events table, the schedule indicates a 90 day start-up period and a 90 day stabilization period, creating a 180 day window between contract approval and beginning of Steady State. Based on this, is it the State's intention to request 54 months of Steady State for an overall deal term of 60 months or does the State request 60 months of Steady State for an overall deal term of 66 months?

**Answer 33:**

1/11/16: The contract will be for a term of 60 months.

**Question 34:**

Under "Alert Monitoring" will changes to the applicable monitoring tools be subject to Section 5.31. Process for Change Requests?

**Answer 34:**

1/11/16: ITS will provide the monitoring tools. We don't envision a significant variance which would warrant a Change Request.

**Question 35:**

Will changes to the Priority Sites be subject to Section 5.31, Process for Change Requests?

**Answer 35:**

1/11/16: We don't envision a significant variance to the number of Priority Sites which would warrant a Change Request.

**Question 36:**

Will NYS provide storage space for the NYS owned equipment, or is that to be provided by the Contractor?

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**Answer 36:**

1/11/16: The contractor is expected to provide any storage space.

**Question 37:**

Please clarify whether NYS or Contractor is responsible for procuring spares.

**Answer 37:**

1/11/16: NYS is responsible for procuring spares. The Contractor must maintain adequate inventory by region to meet the SLR's. Prior to commencement of Services, Contractor is required to implement adequate replenishment re-order points, controls and procedures that will provide adequate lead time for ITS to procure, image and deliver equipment and any ITS and/or State chain-of-custody requirements. For more information refer to section 2.2.2 key element 30.

**Question 38:**

Can the pickup, handoff, and delivery of Equipment and any IT'S and/or State chain-of-custody requirements be provided now so as to be evaluated as part of the proposal process?

**Answer 38:**

1/15/16: The state intends to negotiate the logistics prior to the commencement of services. The best information currently available is in RFP section 2.2.2, key element 34. The state intends to have the equipment delivered to any location(s) designated by the vendor.

**Question 39:**

Item #49 states that baseline for call volumes, document technical environments supported, supported business applications, etc. ., will be validated and finalized as part of the Start-Up Period; if these elements wind up being different from those set forth in the RFP, will Contractor be allowed to make adjustments in price and schedule?

**Answer 39:**

1/11/16: No.

**Question 40:**

Are SLA Credits in effect during the stabilization period?



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**Answer 40:**

1/11/16: No.

**Question 41:**

Will NYS consider alternate SLA requirements such as application of credits on a monthly basis with a monthly cap, and different allocations?

**Answer 41:**

1/11/16: No.

**Question 42:**

Will NYS consider alternate SLA's that meet industry standards?

**Answer 42:**

1/25/16: When asked for clarification, this question was withdrawn by the vendor because the information requested was provided during the mandatory Pre-Bid Conference.

**Question 43:**

Will any cancelation under the second paragraph of this section be subject to sub section B, Cause under Section 8.23, Termination?

**Answer 43:**

1/11/16: This question is unclear and we do not want to guess at its intent. Can inquiring vendor please rephrase/clarify?

**Question 44:**

Please clarify where in the proposal clarifications, additions and exceptions to the RFP terms and conditions, including those of Appendix B, should be included.

**Answer 44:**

1/25/16: Any extraneous terms and conditions may be included in accordance with RFP section 5.29. For ease of review, ITS is adding Attachment 20, Extraneous Terms and Conditions Form to the RFP. Bidders must use this form to submit any extraneous terms and conditions consistent with the instructions in RFP Section 6.2

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**Question 45:**

Will any Federal funded be used to procure any of the Services under the resultant contract?

**Answer 45:**

1/11/16: No.

**Question 46:**

How will NYS address cost impacts to Contractor resulting from such suspensions (Section 8.22 of the RFP)?

**Answer 46:**

1/15/16: Pursuant to Section 8.22 of the RFP, Contractor shall be paid for services performed prior to suspension in accordance with the Contract.

**Question 47:**

Will the Emergency Support Services rates (work sheet 3) apply to Contractor's services performed in the event of a declared emergency under this provision?

**Answer 47:**

1/11/16: Yes, the emergency support services are in effect when a task order is issued per RFP section 8.13

**Question 48:**

Is there a restriction from utilizing any offshore resources for back office functions?

**Answer 48:**

1/15/16: The question does not define what is meant by back office functions which makes it difficult to fully understand what this vendor is inquiring about. RFP section 2 paragraph 38 provides that the Contractor must host the service desk operations service at Contractor's location within the continental US. This is echoed in other sections of the RFP. ITS requires that the service desk be located within the Continental US, and that any work performed by the contractor that will involve the viewing, manipulating, storing or processing of New York state information must be performed within the continental US. However, the RFP does not impose restrictions on work performed for the vendor that does not



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impact New York state or New York state information/data or that occurs prior to the award of the contract resulting from this RFP.

**Question 49:**

Does NYS have remote users (example: home based employees) for which require any depot repair services? If yes, does NYS have a location with space available to allocate to provider for depot repairs?

**Answer 49:**

1/11/16: Depot repair services are out of scope for this RFP.

**Question 50:**

What Mobile Device Management software suite is used today? (Example: Airwatch, MobileIron)

**Answer 50:**

1/11/16: MobileIron.

**Question 51:**

What tool is used to conduct the end user surveys, and can you provide any details as to the configuration for how often surveys are sent? Example: one per user per month, every ticket, 10% of incidents etc.)

**Answer 51:**

1/11/16: 5% of closed incidents are surveyed through ServiceNow.

**Question 52:**

Please provide any details on the number of desktide events for during business hours and for which occurred outside normal business hours.

**Answer 52:**

1/11/16: This data is not available.

**Question 53:**

Equipment Storage: Please provide a device list of current hardware in storage including asset information such as Make, Model, Type, Asset Status, and warranty.

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**Answer 53:**

1/11/16: This data is not available.

**Question 54:**

Please provide a list of locations in excel format with the number of users and devices by type.

**Answer 54:**

1/11/16: This data is not available.

**Question 55:**

Please provide a hardware asset list which includes location, make, model number, serial number, warranty expiration date, for all supported hardware (Example: laptops, desktops, Thin Clients, printers,)

**Answer 55:**

1/11/16: This data is not available.

**Question 56:**

Please provide a list of network /server equipment subject to alert monitoring

**Answer 56:**

1/11/16: This data is not available.

**Question 57:**

How many minutes does it take to image a system using your SCCM deployment tool today, and can the imaging be completed unattended?

**Answer 57:**

1/11/16: Imaging is not a vendor responsibility. ITS standard imaging will be performed by ITS during staging. Broken equipment will be replaced.

**Question 58:**

Are laptops / desktops using hard disk encryption? If so, please provide what tool and percentage of devices use full disk encryption.



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**Answer 58:**

1/11/16: Some customers have encrypted devices. ITS is moving towards BitLocker as the standard encryption tool.

**Question 59:**

How many catalog items do you have in the ServiceNow Software Catalog?

**Answer 59:**

1/15/16: 200 catalog items exist in the catalog. However, the catalog is currently under construction. Once the requests are submitted the workflow will automatically route the request to the appropriate fulfillment group.

**Question 60:**

Of the Software Catalog Request Types, what percentage of them follow an automated workflow for approvals and task completion?

**Answer 60:**

1/11/16: Vendor responsibility will be limited to data entry of request. ITS will fulfill requests.

**Question 61:**

Please provide or describe the processes and procedures for major incident management? Is NYS interested in provider offering major incident management services?

**Answer 61:**

1/11/16: No, ITS is not seeking proposals for major incident management. This is out of scope for this RFP.

**Question 62:**

Is there an Enterprise architecture diagram of the ITSM platform (ServiceNow) you can provide?

**Answer 62:**

1/11/16: This information is available in the public domain.

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**Question 63:**

It is stated in Appendix U that Time Management module is in use in ITS Production instance. Is ITS using the OOB capabilities of this module or have custom features developed on top specific to business needs?

**Answer 63:**

1/11/16: Vendor use of the Time Management module is out of scope for this RFP.

**Question 64:**

Is the HR Management module in ServiceNow being used with OOB features?

**Answer 64:**

1/11/16: Vendor use of the HR Management module is out of scope for this RFP.

**Question 65:**

Does your current service management configuration of ServiceNow support access via mobile devices?

**Answer 65:**

1/11/16: Yes.

**Question 66:**

What are the different types of integrations are there within your existing ServiceNow environment? Can you provide a list of those integrations? Do you need any B2B, B2C integrations?

**Answer 66:**

1/11/16: NYS does not require any integrations with respect to this RFP.

**Question 67:**

What is your current asset management process? Do you have your end user assets and data center equipment added in your ASSET database?



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**Answer 67:**

1/11/16: ITS' current management process is that all assets get tracked in an asset management system. There is work in progress to add end user assets and data center equipment into the system. We anticipate that by the start of any resultant contract, this information will be in the ServiceNow asset management module.

**Question 68:**

Do you have any restrictions in doing the development work from offshore locations? (By Development work we mean, any design, configuration work where there is no customer data involved)

**Answer 68:**

1/15/16: RFP section 2 paragraph 38 provides that the Contractor must host the service desk operations service at Contractor's location within the continental US. This is echoed in other sections of the RFP. ITS requires that the service desk be located within the Continental US, and that any work performed by the contractor that will involve the viewing, manipulating, storing or processing of New York state information must be performed within the continental US. However, the RFP does not impose restrictions on work performed for the vendor that does not impact New York state or New York state information/data or that occurs prior to the award of the contract resulting from this RFP.

**Question 69:**

How is the event management handled today?

**Answer 69:**

1/11/16: Event management is out of scope for this RFP.

**Question 70:**

Please provide details on specific security and compliance requirements needed for the ServiceNow solution (i.e. HIPPA, FISMA, FEDRAMP, PCI etc.)

**Answer 70:**

1/11/16: Confidential data is not kept in ServiceNow.

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**Question 71:**

What is your asset management process for secure sites? Specifically, where technicians are unable to use electronic devices such as mobile phones for checking and updating asset information.

**Answer 71:**

1/11/16: Vendors are responsible to maintain asset management information. Asset management process does not have to be completed onsite.

**Question 72:**

What is your current handle time for Level 1 Service Desk Calls? (Including wrap up time)

**Answer 72:**

1/11/16: This data is not available. We believe this is an area the successful Bidder can improve upon.

**Question 73:**

While the instructions for Attachment 8, Financial Proposal, requires that the pricing include all costs, including transition, will the resultant contract allow for separate pricing for 'fixed' type costs such as transition and program management?

**Answer 73:**

1/11/16: No, the contract will not include separate pricing.

**Question 74:**

Should any Cost of Living Adjustments (COLA) be included in the proposed pricing or will the resultant contract include COLA clause?

**Answer 74:**

1/11/16: Bidders must provide fixed monthly per-user pricing for each year of the 5 year contract. The pricing provided within the Pricing Proposal must include any and all fees, charges, or costs for the duration of the contract. The RFP does not provide for any annual price escalators.



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**Question 75:**

While the Attachment 8, Financial Proposal, only allows for a single unified yearly price based on the given number of O365 end users, will the resultant contract allow for a more typical pricing structure with separate fees for Service Desk and End User Break-Fix Support Services, along with allowing for adjustments in volume? Would NYS consider a different basis of pricing such as number of incident with applicable ARC/RCC adjustment for changes in the agreed upon baseline?

**Answer 75:**

1/11/16: No, only the pricing in response to Attachment 8, Financial Proposal, will be included in the resultant contract.

**Question 76:**

Will NYS provide a detailed export of incidents including details such as ticket number, categorization, priority/severity, configuration item, open date, resolved date, closed date, and assignment group? If no, can you please provide a ticket count by priority?

**Answer 76:**

1/11/16: This data is not available.

**Question 77:**

Will NYS please provide further details on alert monitoring, including further detail related to how alerts are prioritized?

**Answer 77:**

1/11/16: The best information available is located in Appendix R.

**Question 78:**

Please provide further definitions and process related to the status of: Silver, Gold, and Platinum for Alerts as defined in the "SCOM Monitoring Support Notes" section.

**Answer 78:**

1/11/16: Those terms are provided as part of an example procedure. Definition of those terms is not germane to understanding the requirements of this RFP.

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**Question 79:**

Will NYS please provide the number of staff currently support the Alerts effort today?

**Answer 79:**

1/11/16: On Average the daily support entails 6 staff Day shift, 3 staff swing shift and 3 staff for midnight shift.

**Question 80:**

Please clarify where in the financial proposal table's provider should include transition pricing.

**Answer 80:**

1/11/16: Transition costs should be reflected in Service Desk and End User Break-Fix Support Services pricing, Attachment 8, Worksheet 2.

**Question 81:**

Could the State please clarify the number of days the proposal must remain open and valid? Section 5.12, item o. specifies 120 days and section 5.25 specifies 270 days.

**Answer 81:**

1/11/16: 270 days.

**Question 82:**

How is the current support handled? Is the current service supported completely through NYS ITS? Are there any support services outsourced?

**Answer 82:**

1/11/16: Support is currently handled with a mix of ITS staff and outsourced resources.

**Question 83:**

Is there an expectation that the current service support personnel will have the ability to be hired by the chosen vendor?



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**Answer 83:**

1/15/16: ITS does not have any expectation and there is no requirement in the RFP that the winning contractor hire any current end user services employees. However, NYS Public Officer's Law imposes a two year bar on certain employees from performing services for their former agencies on behalf of a third party. Please review Section 8 (a) of the POL to see if such restrictions would apply.

**Question 84:**

Will NYS ITS please consider an extension to the proposal deadline?

**Answer 84:**

1/22/16: The Bid Proposal due date has been extended until February 19, 2016 at 4:00 P.M. EST

**Question 85:**

Mandatory requirements seem to indicate (if we have interpreted correctly) that a potential contractor must show at least 1 client in Public Sector where we are supporting a user base of at least 50,000. Our current USA service desk supports over 300,000 users and have multiple clients we serve with over 50,000 users each. Our service desk has a group dedicated to Public Sector (we believe the best in the market) that serves approximately 80,000 users, but no one Public Sector client is currently at 50,000 users.

Question: Based on our above capabilities and volumes, would we still qualify to bid on this opportunity for the Service Desk?

**Answer 85:**

1/15/16: Section 4.1 of the RFP has been revised. The revised mandatory minimum requirements are that Bidder must:

- Have a minimum of seven (7) years of experience providing service-desk support services of similar size and scope to ITS requirements as set forth in this RFP, to entities of more than 50,000 users within the continental US.
- Have a minimum of seven (7) years of experience providing End User Break-Fix Support services to multiple geographic locations of similar size and scope to ITS requirements set forth in this RFP.

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- Have a minimum of three (3) years of experience providing services of similar size and scope to ITS requirements as set forth in this RFP to Public Sector Entities.

- Be registered with the NYS Department of State as an entity authorized to conduct business in New York State.

It appears this vendor meets the requirements of bullet 3. We do not have enough information to assess the other requirements.

**Question 86:**

What is the MDM? Platform? AirWatch? MaaS 360?

**Answer 86:**

1/22/16: We've standardized on MobileIron. Any iOS or Android devices that we use are on MobileIron. Blackberries, both Legacy and 10s are on the BlackBerry management tools.

**Question 87:**

Will a list of pre-bid attendees and contacts be sent out after the conference?

**Answer 87:**

1/15/16: A list of pre-bid attendees has now been posted to the website.

**Question 88:**

What is the minimum MBE/WBE percentage?

**Answer 88:**

1/15/16: The MWBE goals are 15% MBE, 15% WBE.

**Question 89:**

Any extra credit for partnering with blind/handicapped organizations?

**Answer 89:**

1/15/16: No.



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**Question 90:**

What is the award criteria % for technical, MBE/WBE, cost?

**Answer 90:**

1/15/16: 70% technical; 30% cost; no points allocated for MWBE participation.

**Question 91:**

Who are the 9 desk incumbents or are they internal?

**Answer 91:**

1/22/16: The nine service desks are staffed by either State staff or contractors we have through different vehicles.

**Question 92:**

Will the State/ITS extend the due date?

**Answer 92:**

1/22/16: The Bid Proposal due date has been extended until February 19, 2016 at 4:00 P.M. EST

**Question 93:**

Appendix L - what does column field average mean? Is it average call time?

**Answer 93:**

1/13/16: No, it is not average call time. We referenced data from the range of 11/01/14 to 10/31/15. Using the first example of midnight to 1 am, on every Saturday in that date range we received 162 calls, which averages 3 calls per the hour per day.

**Question 94:**

What is the tool used for password reset?

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**Answer 94:**

1/15/16: We do not have a universal tool that covers all password resets. [NY.gov](#) tool is described in answer 95. We also use tools such as Orchestrator, SCOM, and Spectrum to reset passwords for other platforms.

**Question 95:**

Is there a password reset tool that can be used for all us NY.gov Only?

**Answer 95:**

1/15/16: Yes. ITS developed a tool for [ny.gov](#) password resets. It will be made available for the vendor to use.

**Question 96:**

Is 90 day startup part of the 5 years?

**Answer 96:**

1/15/16: Yes.

**Question 97:**

What are specialty apps & HW?

**Answer 97:**

1/22/16: Specialty applications and hardware are those that meet a specific business need that are used only by a subset of agencies or users. For example, a printer that is used to print a special form or label.

**Question 98:**

Are sites with no backup equipment part of priority sites?

**Answer 98:**

1/26/16: All repairs will invoke the 4-hour repair requirement at priority sites. The Contractor must maintain adequate inventory by region to meet the SLR's.

**Question 99:**

Current SLA response asks for 30 seconds. Industry standard is 45 seconds. What is the reason for the shortened time?



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**Answer 99:**

1/15/16: Our service level requirement is based on industry standard research conducted in 2015.

**Question 100:**

Is Service Now Cloud based? How many current users are licensed?

**Answer 100:**

1/15/16: ServiceNow is cloud based. ITS will provide the winning vendor the licenses to ServiceNow. As a reminder, in Attachment 18 vendors are expected to describe in their proposal how they will minimize the ServiceNow licensing burden on the state.

**Question 101:**

How many and what type of touch labor events are there per year?

**Answer 101:**

1/26/16: If touch labor refers to break fix, that data is not available. Please refer to Appendix T for estimated volumes.

**Question 102:**

Can ITS provide a detailed category breakdown of ticket categories?

**Answer 102:**

1/26/16: Yes, the top categories which are driving issues (in no particular order) are:

- Password Resets
- Printers
- Monitors
- Internet Issues
- Software Issues
- Data not being accessible
- Network Slowness
- Account Access or Permissions
- VOIP Phone
- WebEx
- Mobile Device Broken

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**Question 103:**

What is the standard VDI platform?

**Answer 103:**

1/15/16: We've standardized on VMWare's VDI platform. We currently have a significant base of users on a Citrix environment. Our goal is to increase the VDI user base to 80,000 over the next 18 months.

**Question 104:**

Are user desktops standardized to a particular vendor?

**Answer 104:**

1/15/16: No. ITS expects that desktops will be procured through a competitive process through an OGS centralized contract.

**Question 105:**

What vendor helped ITS consolidate?

**Answer 105:**

1/15/16: None, ITS led the implementation.

**Question 106:**

How many vendors supply the services currently?

**Answer 106:**

1/22/16: Services are currently provided using state staff and contract staff. The contract staff are supplied using multiple contract mechanisms.

**Question 107:**

What do the colors in the pie charts in Appendix M represent?

**Answer 107:**

1/15/16: The significance of the colors is not relevant to this RFP.



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**Question 108:**

How are the virtual teams organized as compared to the regional teams? What are the responsibilities of both teams?

**Answer 108:**

1/15/16: We only have 4 regional teams, we do not have any virtual teams. Per the process outlined in Appendix S, a break-fix ticket is referred to the appropriate team, regardless of location.

**Question 109:**

For the currently-supported hardware - what is the list of printers and specialty items?

**Answer 109:**

1/15/16: The best information available is in Appendices J and T

**Question 110:**

ITS provides a website to currently supported hardware - what are the other devices in scope that are not listed on this site?

**Answer 110:**

1/15/16: Per section 1.3 of the RFP an aggregate listing of currently supported End User hardware and manufacturers is available at <https://www.ogs.ny.gov/purchase/pcpurchase.htm>. NYS is required to purchase through OGS contracts, unless OGS contract products do not meet our form function and utility. A limited number of specialty purchases may occur through other mechanisms. Additional information regarding specialty purchases is currently not available.

**Question 111:**

What designated sources, other than the service desk, provide dispatch requests?

**Answer 111:**

1/15/16: Per the workflow in appendix S, all dispatch requests are initiated by the service desks.

**Question 112:**

The RFP does not identify legacy installed printers supporting OTDA's WMS system, either upstate or downstate. Some of these printers are pin-feed, out of manufacture, printers and replacement parts available from non-traditional sources, and critical to the operation of WMS now and for the foreseeable future. How does the state intend to provide support for these printers?

**Answer 112:**

1/15/16: The vendor will replace the unit and return the broken equipment to ITS. For more information refer to section 2.2.2 key element 30.

*Updated Response 1/29/16:* If the printer is not on warranty refer to ITS's L2 assignment group to resolve.

RFP Section 2.2 key element General 2 has been **revised** to read as follows: For printer issues after proper triaging:

For printers still on warranty, either OEM or third party, as designated in asset inventory in ServiceNow, the vendor's L1 Service Desk will follow procedures within the ITSM Knowledgebase to create a dispatch request through the corresponding vendor's dispatch process, typically web-based. The L1 Service Desk will then be responsible for creating an Incident within ServiceNow, with a reference to the manufacturer Incident number, and refer to ITS's L2 assignment group for follow up and closure.

Or If the printer is not on warranty refer to ITS's L2 assignment group to resolve.

**Question 113:**

What specific functionality is required for the automatic call-back system and when does ITS envision it being used?

**Answer 113:**

1/15/16: When call volumes are high the customer can choose to have the agent call them back when one is available stating an approximate time frame. Vendors may propose solution.

**Question 114:**

Are the business hours of the resolvers, and escalation procedures normalized and consistent throughout ITS, or will they be during the contract start-up/stabilization period(s)?



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**Answer 114:**

1/15/16: No there is not consistency now nor will there be during the start-up/stabilization period(s). The vendor's responsibility is to follow the procedures outlined in the knowledge article.

**Question 115:**

States Contractor must provide expert assistance for inquiries about features, functions, and usage of hardware and software.

This is a very broad requirement, with no apparent limit on hardware and software and appearing to include Level 2 and Level 3 support that elsewhere is retained by ITS. Please clarify the intent of this section.

**Answer 115:**

1/22/16: Section 2.1.44 does not pertain to VIP requirements. Please refer to section 2.1 key element 18 for VIP requirements.

**Question 116:**

Will communication of downtimes or other types of issues be restricted to ServiceNow/IVR or will vendor be expected to send emails/texts/phone calls as well?

**Answer 116:**

1/15/16: No, the vendor is not expected to send communication outside of ServiceNow or IVR.

**Question 117:**

"Support includes all upgrades, enhancements, new versions and replacement applications for each of the ITS supported applications."

Is ITS expecting that software management will be done by vendor on a request-by-request basis? Is ITS expecting vendor to create group updates to update software globally? If yes, how many images does ITS maintain, how does envision coordination with ITS retaining ownership of images for new machines while contractor is updating deployed machines?

**Answer 117:**

1/15/16: No, the vendor is not responsible for these tasks.

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**Question 118:**

First paragraph states "repair or replace" - section 1.4 "Level 2" states "swap" - is ITS' intent to provide spares to Contractor for full unit swaps in all cases, or is there an expectation for repairs as well at the FRU (Field Replaceable Unit) level?

**Answer 118:**

1/15/16: The vendor will replace the unit and return the broken equipment to ITS. For more information refer to section 2.2.2 key element 30.

**Question 119:**

General #3 - should Level 1 of Specialty Apps by End Users be supported at Level 1? Or should specialty apps be supported by an ITS L2 resolver group? Table 2 on p. 20 has Contractor Level 1 responsible for "business" application L1 support, and ITS responsible for Level 2 "business applications" - "specialty" apps not noted in Table 2.

**Answer 119:**

1/15/16: The vendor's responsibility is to follow the procedures outlined in the knowledge article.

**Question 120:**

Asset Management #9 - by "maintain", is ITS intending that the activity is to update the Asset Tracking System when User assets are exchanged? Or does ITS intend for Contractor to manage the entire Asset Tracking system?

**Answer 120:**

1/22/16: Yes, ITS is intending that the activity is to update the Asset Tracking System when user assets are exchanged.

**Question 121:**

Regarding ITS configured equipment in spares inventories: What process is envisioned to update configurations of the devices that are stored in inventory such that old images and the like are not deployed? Will the State maintain responsibility to images and configurations in total, and how often are images and/or configurations typically changed?



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**Answer 121:**

1/22/16: By maintaining proper inventory levels, items should not stay in stock very long. Using the ITS patching tool the image will receive any updates that occurred since the image was created.

**Question 122:**

Do all repairs invoke the 4-hour repair at priority sites or only certain type of repairs? For instance would an issue with a locally attached printer which would otherwise be a Low priority incident automatically have a four-hour repair time if at a priority site?

**Answer 122:**

1/15/16: Yes, all repairs will invoke the 4-hour repair requirement at priority sites.

**Question 123:**

Will ITS supply current deployment type and image numbers in a region and broken down by priority site so appropriate supply numbers can be determined?

**Answer 123:**

1/15/16: The best information available is in Appendices J and T

**Question 124:**

Availability of Service Desk - How does Service Desk intend to measure this?

**Answer 124:**

1/15/16: Per section 3.1.1, the reports will be the measurement mechanism.

**Question 125:**

"Incident Assignment - less than 15 minutes" This is inconsistent with an email response time of 1 hour. How does ITS reconcile this?

**Answer 125:**

1/15/16: The vendor has 1 hour to acknowledge an email submitted incident. Upon acknowledgement the vendor has 15 minutes to assign to the appropriate assignment group if they cannot resolve themselves.

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**Question 126:**

Service Level Requirements Table 3 p 24 - NBD resolution for locations < 50 miles of Albany, NYC, etc. - in 2.2.1 #19 requirements is for onsite by NBD, no mention of resolution.

**Answer 126:**

1/25/16: Service Level Requirements outlined in Table 3 apply, including requirements pertaining to Resolution Time.

**Question 127:**

Service Level Requirements Table 3 p 24 - NBD resolution for locations > 50 miles of Albany, NYC, etc. - in 2.2.1 #19 requirements is for onsite by 2BD, no mention of resolution.

**Answer 127:**

1/25/16: Service Level Requirements outlined in Table 3 apply, including requirements pertaining to Resolution Time.

**Question 128:**

Service Level Requirements Table 3 p 24 - no mention of Priority Site resolution target from Section 2.2.1 #23.

**Answer 128:**

1/25/16: Table 3 has been revised to reflect 4 hour Response/Resolution time.

**Question 129:**

Total percentages of Service Level Credit % is 52%. Please clarify

**Answer 129:**

1/15/16: It is intentional that the Service Level Credits do not total 100%, in order to limit vendor risk. As stated in Section 3 of the RFP:

**SLR Credits** - Beginning with Steady State, Contractor's failure to meet or exceed the SLRs, as described in Table 3 – Service Level Requirements, will result in SLR Credits to ITS. For each month during the 12-month period, the Contractor fails to meet the SLR Measurement (B) for a Service Measure (A), the SLR Credit will be equal to the Service Credit % (D) for that measure times 1/12th of the sum of the invoices for the 12-month period. If there are multiple occurrence of failure in a



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given 12-month period, the SLR Credit will be accumulated for each occurrence during that 12-month period. In any circumstances, the total SLR Credits for the 12-month period cannot exceed the "At Risk" amount.

**"At Risk" amount** – The amount used as a basis for calculating the SLR Credits. This **"At Risk"** amount is **10% of the sum of the invoices for the 12-month period**. This is the maximum amount the Contractor is at the risk of paying as credits to ITS due to not meeting the SLRs during a 12-month period.

**Question 130:**

Contract Term: Are no contract extensions built-in as options?

**Answer 130:**

1/15/16: This RFP will result in a 5 year contract with no renewal options.

**Question 131:**

Please clarify that NYS cannot request pricing information between subcontractors and prime contractors.

**Answer 131:**

1/29/16: ITS would be willing to negotiate this issue with the winning vendor and that any vendors for which this may be a concern should so indicate in the bid proposal using Attachment 20, Extraneous Terms in accordance with RFP section 5.29.

**Question 132:**

What weight is being given to the Oral Vendor Presentation and Site Visit factored into the overall scoring methodology? Please provide the equation that includes the 4 components: technical, financial, orals, site evaluation?

**Answer 132:**

1/15/16: 30% cost; 70% technical. The technical components are 40% written proposal; 20% oral vendor presentation; 10% site evaluation.

**Question 133:**

Please clarify inconsistencies in Opened Incidents. For instance:

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Total opened Incidents on Sunday are 6,157. However, total incidents opened after hours for Sunday is 6,500

Total after hours and business hours tickets is 459,024 while Opened incidents is 499,085.

Also that number is considerably below the 648,000 incidents specified in Appendix T.

**Answer 133:**

1/22/2016: Appendix T is estimated volumes based on a number of factors, while appendix L is a sample to reflect distribution of incidents over time and dates.

**Question 134:**

Our company serve over 4 Million+ contacts annually and 1 Million+ users globally across a diverse range of global customers. We have over 2000 Service Desk Analysts, supporting 20+ languages. We have several of our delivery centers certified by HDI. We've been rated as a "Leader" in Workplace Services in Forrester Wave 2013 for North America and rated as "Niche Player" in End User Services by Gartner MQ Sep 2013 for North America. In order for us to bring these world-class services to the State, we request the state to change the language of eligibility criteria 3 as following: "3. Have a minimum of two (2) years of experience providing services of similar to ITS requirements as set forth in this RFP to Public Sector Entities."

**Answer 134:**

1/15/16: Bidder must have a minimum of three (3) years of experience providing services of similar size and scope to ITS requirements as set forth in this RFP to Public Sector Entities. Vendors not meeting this requirement may subcontract under a prime bidder.

**Question 135:**

For the mobile device management support, do you want us to only triage it at the service desk or do you want us to dispatch and fix as well?

**Answer 135:**

1/26/16: The vendor will triage at the service desk. The vendor will not dispatch and fix.



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**Question 136:**

There was a statement that there was around 8,000 or so locations identified within the RFP. Will those be supplied?

**Answer 136:**

1/26/16: Appendix J is the best information available.

**Question 137:**

The set-aside for minority-owned business, was that 15 percent for each category or 15 percent total?

**Answer 137:**

1/15/16: Per Section 8.34 of the RFP, For purposes of this solicitation, ITS hereby establishes an overall goal of 30% for MWBE participation, 15% for New York State certified minority-owned business enterprises ("MBE") participation and 15% for New York State certified women-owned business enterprises ("WBE") participation (based on the current availability of qualified MBEs and WBEs).

**Question 138:**

Under "Break- Fix" it says response/repair time requirements for Break-Fix services are optimal productivity from installed equipment by minimizing downtime. This is an especially critical factor in location where backup equipment is not readily available. What is the required support for sites with no backup? (pg. 29)

**Answer 138:**

1/26/16: NYS is responsible for procuring spares. The Contractor must maintain adequate inventory by region to meet the SLR's.

**Question 139:**

Will ITS provide an inventory per site list of assets?

**Answer 139:**

1/29/16: The best information available is in Appendix J and T.

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**Question 140:**

Level 2 End User Break-fix Support - you have indicated Contractor will receive dispatch requests for repair from designated sources, primarily the service desk. Can you provide an example of what other sources would be contacting the Level 2 End user Break-fix support team?

**Answer 140:**

1/26/16: On rare occasions other ITS resolvers may identify an issue and assign it directly to the appropriate break-fix team.

**Question 141:**

Level 1 IT Service Desk - You indicate End Users will be able to communicate with the service desk through a submission in the on-line support portal. Is this the state's Self Help portal and a part of ServiceNow ticketing system?

**Answer 141:**

1/29/16: Yes, it is the Self Help Portal and it is a part of the ServiceNow system.

**Question 142:**

Automatic call-back System - Can you provide an example of how NYS-ITS perceives this feature functioning in your environment?

**Answer 142:**

1/22/16: ITS does not have any specific functionality requirements for the automatic call-back system. The intent was to provide the customer an option of not having to wait on hold for the next available agent. Vendor may propose a solution.

**Question 143:**

2.1.18 what is the current VIP support process? How are VIPs identified in the current environment?

**Answer 143:**

1/26/16: Contractor must provide a VIP support process. All VIPs are designated as such in ServiceNow. Please refer to section 2.1 key element 18 for our current VIP processes and requirements.



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**Question 144:**

2.1.25 - Is a self-service automated password reset tool available in current environment for NYS-ITS employees or NY.gov citizens passwords?

**Answer 144:**

1/26/16: An automated tool exists for NY.gov ID passwords but one does not exist for other employees password resets.

**Question 145:**

Level 1 support for iPhone and Android - Is this limited to State-owned devices or does this include BYOD devices?

**Answer 145:**

1/26/16: No this is not limited to state owned devices, it would include personal devices using O365 apps or RSA multi-factor authentication on the personal device.

**Question 146:**

Quality Control - Can you expand on what levels of monitoring are required by NYS-ITS?

**Answer 146:**

1/29/16: ITS is expecting to monitor live calls at any time during this engagement.

**Question 147:**

Staffing Skills - Level 1 skills are normally not considered an "Expert" skill level on feature functions and usage of hardware and software. Can you clarify the skills expected?

**Answer 147:**

1/29/16: Our use of the term expert in RFP section 2.1.44 simply means proficient.

**Question 148:**

Escalation Protocol - Has your instance of ServiceNow been configured with Event Management?

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**Answer 148:**

1/29/16: Currently no, we do not have Event Management configured.

**Question 149:**

Emergency Support - Please explain what equipment provisioning entails? Is this procurement of new equipment? If so, what equipment is the Contractor expected to procure?

**Answer 149:**

1/26/16: No, vendor will not be procuring equipment. ITS will be providing all equipment for emergency support. Vendor will use equipment from stock to provision as needed.

**Question 150:**

General - Network Printer Support - Are the estimated 10,000 vis NYS-ITS found in Appendix T inclusive of printers?

**Answer 150:**

1/26/16: Yes.

**Question 151:**

Equipment/Asset Inventory Requirements - Are the asset inventory data fields requested in this RFP currently in ServiceNow and populated with the asset data?

**Answer 151:**

1/26/16: ITS' current management process is that all assets get tracked in an asset management system. We anticipate that by the start of any resultant contract, this information will be in the ServiceNow asset management module.

**Question 152:**

Does NYS-ITS have an Automated Asset capture tool that feeds ServiceNow with the requested data?

**Answer 152:**

1/26/16: Yes, an effort is under way to populate assets in ServiceNow.



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**Question 153:**

Activity - Is the requirement to validate the device images part of an installation activity or an on-going activity to monitor SCCM end user compliance?

**Answer 153:**

1/26/16: No, ITS will provide images and monitor and manage SCCM.

**Question 154:**

NYS-ITS Mandated Training - Will the training curriculum be available over the Internet or will a connection to New York State's intranet be required?

**Answer 154:**

1/26/16: Yes, the training will be available over the internet

**Question 155:**

Is NYS-ITS's plan for the stabilization period (day 91 to 180) to be 100% operational with all users and cluster or use this period to on-boarding the Cluster over the 90 day period?

**Answer 155:**

1/15/16: Contractor is expected to be 100% operational by day 90. What distinguishes the stabilization period from the steady state period is that SLR credits will not accrue to the state during the stabilization period.

**Question 156:**

It is documented NYS-ITS has 9 cluster service desks servicing 52 agencies. Are calls routed to service desk based on availability of agents or agency they service? (e.g., caller from department of Health would always reach service desk 1 of 9 or they would route to any of the 9 to take the call?

**Answer 156:**

1/26/16: Currently, calls are routed based on the agency that is serviced. We expect the vendor to support 1 service desk.

**Question 157:**

What is the tool used for Chat? Will State of New York provide use of this tool for the Service Desk?

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**Answer 157:**

1/26/16: Currently, ServiceNow is the tool used for chat. The vendor may propose a solution. Yes, ITS will provide use of ServiceNow to the Service Desk.

**Question 158:**

What is the size of your current Service Desks' staff?

**Answer 158:**

1/26/16 - Approximately 100 staff perform the service desk function.

**Question 159:**

What are the current service desk metrics? (Average speed to answer, abandon)  
Are these metrics met today? Please provide 6 months of metrics results.

**Answer 159:**

1/26/16: We are currently unable to provide this data.

**Question 160:**

Please provide the locations of the current Service desks?

**Answer 160:**

1/26/16: They are currently located in the Albany, NY area

**Question 161:**

How will the connectivity to the State of New York infrastructure be provided?  
Will the State provide the network connectivity to our Service desks?

**Answer 161:**

1/26/16: VDI access will be provided which is accessible via the internet, once in the VDI environment the New York State network is accessible.

**Question 162:**

Please clarify site to site tunneling. Is the request to drop a network line from the service provider to State of New York or is State of New York open to other connections such as Citrix jump servers?



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**Answer 162:**

1/26/16: There is no requirement for site to site tunneling or for the vendor to configure network connectivity

**Question 163:**

Can you validate the measurement of Speed to Answer will be calculated based on the following formula? If not, please provide your measurement calculation:  
Monthly Average Speed to Answer = Total Wait time for all callers (in Secs.) during the month divided by the total number of Callers for the month.

**Answer 163:**

1/22/16- Yes, the Monthly Average Speed to Answer = total calls / total wait time.

**Question 164:**

In response to Question 8, the RFP was modified to eliminate the need to show ITIL compliance certificates in favor of ITIL compliance evidence. However, requirement 3 in Attachment 19 has not yet been similarly modified. Do you intend to do so?

**Answer 164:**

1/15/16: Yes, Attachment 19 will be similarly **revised**.

**Question 165:**

Regarding Level 1 ITS Service Desk support VIP, RFP section 2.1.44 States Contractor must provide expert assistance for inquiries about features, functions, and usage of hardware and software. This is a very broad requirement, with no apparent limit on hardware and software and appearing to include Level 2 and Level 3 support that elsewhere is retained by ITS. Please clarify the intent of this section.

**Answer 165:**

1/22/16: Section 2.1.44 does not pertain to VIP requirements. Please refer to section 2.1 key element 18 for VIP requirements.

**Question 166:**

We understand that NYS has consolidated 52 service desks into 9 service desks. Do these 9 service desks follow uniform processes and provide similar level of

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services? Will the Contractor be expected to consolidate the 9 desks during startup period?

**Answer 166:**

1/26/16: The 9 service desks will cease to exist after the Start-Up period. The contractor will be expected to provide 1 service desk, providing all services following uniform processes.

**Question 167:**

Is single sign-on enabled in the customer environment?

**Answer 167:**

1/22/16: Currently single sign-on is not enabled in the customer environment universally

**Question 168:**

Are all end point devices that the service desk needs to support on a single remotely accessible network?

**Answer 168:**

1/29/16: Using VDI the Service Desk will be able to connect to any customer endpoint on the network.

**Question 169:**

Are the 450,000 password reset interactions a subset of 792,000 service requests as per data in Appendix T?

**Answer 169:**

1/22/16: Yes.

**Question 170:**

What percentage of password reset calls/interactions is resolved by service desk?

**Answer 170:**

1/22/16: First contact resolution of password resets will be included in the calculation of the SLR for first call resolution. Admin and special access accounts will be handled by ITS staff



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**Question 171:**

Can you detail the functionality desired from the Automatic Call back phone system for the service desk?

**Answer 171:**

1/26/16 ITS does not have any specific functionality requirements for the automatic call-back system. The intent was to provide the customer an option of not having to wait on hold for the next available agent. The Vendor may propose a solution.

**Question 172:**

Is telecom/wireless expense management in scope?

**Answer 172:**

1/22/2016-No, this is not in scope

**Question 173:**

Does the NYS ServiceNow have the capability of the reports and dashboard that has been asked for, or do they want the reporting activity to be done by extracting the data and supplier to prepare it outside of the environment?

**Answer 173:**

1/21/2016- The data can be extracted from ServiceNow and other tools to create reports.

**Question 174:**

Please share the list of Service request catalogue that is currently being used. Does NYS want any customization of the current catalogue items?

**Answer 174:**

1/26/16: 200 catalog items exist in the catalog. The vendor will not be responsible for any customization to the current catalog items.

**Question 175:**

It is mentioned that ITS will follow up with warranty repair or replacement once the equipment has been returned to ITS. Is warranty coordination services out of scope for Contractor?

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**Answer 175:**

1/22/2016- Yes, warranty coordination services are the responsibility of ITS

**Question 176:**

Can you please provide details on the progress of your Service Desk chat on?

**Answer 176:**

1/22/2016- Chat is currently in production and rolled out to three of the nine cluster desks.

**Question 177:**

Is Chat integrated into the State's ServiceNow Service Catalog?

**Answer 177:**

1/22/2016- Yes, Chat is a part of the ServiceNow offering.

**Question 178:**

Will all State employees be able to access the Chat system being implemented?  
What is the projected availability date?

**Answer 178:**

1/22/2016-Yes, state employees will be able to access the Chat system. We are currently in a rollout phase. The vendor may also propose the Chat solution as part of their proposal.

**Question 179:**

Will the State retain licensing for the Service Desk Chat tool?

**Answer 179:**

1/22/2016- Yes, the State retains all ServiceNow licensing

**Question 180:**

Could you please provide further detail for the process of in-warranty break fix support?

\*Is vendor required to check warranty status for every swap?



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\*For onsite repairs, if a large unit (MFP) is under warranty, is the vendor responsible for the repair or is the manufacturer?

**Answer 180:**

1/29/16: No, vendors are not required to check warranty status except for printers which are handled as follows.

RFP Section 2.2 key element General 2 has been **revised** to read as follows: For printer issues after proper triaging:

For printers still on warranty, either OEM or third party, as designated in asset inventory in ServiceNow, the vendor's L1 Service Desk will follow procedures within the ITSM Knowledgebase to create a dispatch request through the corresponding vendor's dispatch process, typically web-based. The L1 Service Desk will then be responsible for creating an Incident within ServiceNow, with a reference to the manufacturer Incident number, and refer to ITS's L2 assignment group for follow up and closure.

Or If the printer is not on warranty refer to ITS's L2 assignment group to resolve.

**Question 181:**

The question was asked and answered on 1/11/16: Are large networked printers and MFP's expected to be swapped or repaired onsite? Answered as: The vendor will attempt to repair on site.

Will ITS be providing parts for these repairs?

**Answer 181:**

1/29/16: See updated response to question 12.

RFP Section 2.2 key element General 2 has been **revised** to read as follows: For printer issues after proper triaging:

For printers still on warranty, either OEM or third party, as designated in asset inventory in ServiceNow, the vendor's L1 Service Desk will follow procedures within the ITSM Knowledgebase to create a dispatch request through the corresponding vendor's dispatch process, typically web-based. The L1 Service Desk will then be responsible for creating an Incident within ServiceNow, with a reference to the manufacturer Incident number, and refer to ITS's L2 assignment group for follow up and closure.

Or If the printer is not on warranty refer to ITS's L2 assignment group to resolve.

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**Question 182:**

If we can repair non-warranty equipment onsite, with little downtime, such as fans, hard drives, etc., would that be preferable to ITS? Will ITS provide the parts needed for repairs?

**Answer 182:**

1/21/2016- No, ITS will only like the equipment replaced (swapped)

**Question 183:**

Is it acceptable for the Prime Contractor and significant Subcontractor to combine to meet the minimum qualification in 4.1.1 and 4.1.2? i.e.: one meets service desk experience requirement and the other meets break fix support requirement?

**Answer 183:**

1/25/16: No, as stated in Section 4.1 of the RFP, the mandatory minimum Bidder qualifications must be met by the Prime Contractor.

**Question 184:**

What is the lead time for ITS to procure, image and deliver equipment?

**Answer 184:**

1/27/16: Lead time may vary, depending on the product being ordered, current market conditions, time of year, etc. ITS suggests vendors establish an initial estimate, and adjust their estimate as appropriate throughout the engagement. Bidders seeking an initial estimate from ITS, may wish to consider 4 months lead time. ITS does not warrant this estimate. ITS reminds bidders of the contractor responsibilities to maintain adequate inventory as outlined in RFP Section 2.2.

**Question 185:**

How many people currently support the 9 service desks related to this RFP?

**Answer 185:**

1/27/2016: Vendors should rely upon the information in this RFP to scope their proposal.

**Question 186:**

Are Servers expected to be onsite repairs or will ITS be repairing them? If we are to repair, will parts be provided by ITS?



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**Answer 186:**

1/26/2016: No, server repair is out of scope of this RFP

**Question 187:**

Could you please provide examples of out of scope services?

**Answer 187:**

1/26/2016- Reference table 2 under 2.7

**Question 188:**

When referring to "service observe" would you like to be able to listen to live calls or reviews recordings?

**Answer 188:**

1/29/16: ITS requires to "Service observe" live calls, we do not require the ability to review recorded calls

**Question 189:**

Are we monitoring servers, routers, switches and ISPs?

**Answer 189:**

1/26/2016 - Per RFP section 2.1 Key Element 19, on a 24x7x365 basis monitor pre-defined dashboards, provided via 6 individual monitoring systems for the purpose of initiating incidents to NYS resolver groups for proactive systems management. The monitoring systems will capture critical health indicators of NYS IT Infrastructure components including network, servers, storage, and telecommunication.

**Question 190:**

Are all monitoring tools on each Virtual Machine, or are they on separate Virtual Machines?

**Answer 190:**

1/26/2016- All monitoring tools will be provided through a single, ITS provided, VDI solution.

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**Question 191:**

Are alerts aggregated somehow?

**Answer 191:**

1/26/2016- Alerts are aggregated based on infrastructure type and subsequently displayed through the corresponding monitoring system.

**Question 192:**

Are alerts automated?

**Answer 192:**

1/26/16: The best information available is in Appendices R and S.

**Question 193:**

You have list Signature and Office of Person Taking Acknowledgement, should this be a public notary?

**Answer 193:**

1/22/16: Yes

**Question 194:**

This RFP is very well written and as such requires a significant amount of materials be reviewed and produced to give ITS what is needed to make an informed decision. However due to these requirements and in order to make the best quality solution and price for ITS, February 1 is a very tight timeframe in which to respond.

Our hope is that ITS will consider a 3 week extension in the due date which we are certain will ultimately result in a much better response from us and from all respondents and give more time once all answers are received to react accordingly.

Would you consider this extension period?

**Answer 194:**

1/22/16: The Bid Proposal due date has been extended until February 19, 2016 at 4:00 P.M. EST



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**Question 195:**

The RFP states that monitoring systems will capture critical health factors from network, servers, storage and telecommunications devices. The RFC originally called out "approximately 10,000 servers" on p. 14, though it did not specify how many network devices were to be monitored. Is it the expectation that the contractor will inherit monitoring of devices already being monitored by ITS? Or will the contractor be required to continue to add new devices as they are "discovered" or come under ITS management. In either case, please provide the assumption we should use for how many devices of each type (network, server, storage, and telecommunication) that need to be monitored.

**Answer 195:**

1/26/2016 - Per RFP section 2.1 Key Element 19, on a 24x7x365 basis monitor pre-defined dashboards, provided via 6 individual monitoring systems for the purpose of initiating incidents to NYS resolver groups for proactive systems management. The monitoring systems will capture critical health indicators of NYS IT Infrastructure components including network, servers, storage, and telecommunication.

**Question 196:**

Approximately 40 of the Priority Sites listed do not have an associated entry in the Port Count document (Appendix K). Can you please provide an estimated count of State Employee who report to the sites listed in the Priority Site list?

**Answer 196:**

1/26/2016- The information is not currently available

**Question 197:**

Appendix M identifies 57 prisons and 24 psychiatric centers as secure sites. Can you please provide the addresses of these locations? Ideally in an Excel format for easy analysis.

**Answer 197:**

1/26/2016: The locations for psychiatric centers are available here: [https://www.omh.ny.gov/omhweb/aboutomh/omh\\_facility.html](https://www.omh.ny.gov/omhweb/aboutomh/omh_facility.html). The locations for prisons are available here: <http://www.doccs.ny.gov/facilitylist.html>

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**Question 198:**

This appendix contains less than 1,000 sites. At the bidders conference we were informed that there are approximately 8,500 sites. Where can bidders find information about sites that are not listed in the appendices? For example, OPWDD has many group home locations across the state but no address or port count information was provided in the RFP. Are these sites in scope for services under this RFP?

**Answer 198:**

1/26/16: There are currently 8500 managed network customer sites that will need to be supported by the vendor. Specific location information is not currently available.

**Question 199:**

Does ITS have existing equipment in storage that will be turned over to the contractor for storage in contractor's regional facilities? If so, can you please provide inventory information by device type (e.g., PC, mobile, printer) or estimates of how much starting equipment there will be?

**Answer 199:**

1/26/16: Yes, we have inventory that will be provided to the vendor, details will be agreed upon during start up period.

**Question 200:**

Is it expected that the contractor will support all End User Devices at each site, or do some facilities maintain their own End User Devices that are independent from ITS and will not be in the EUS inventory?

**Answer 200:**

1/26/16: Yes, the vendor will be responsible for supporting all devices

**Question 201:**

Approximately how many Priority Site incidents are there per month requiring 4 hour resolution?

**Answer 201:**

1/26/2016- The best information available is in appendix I-Priority Sites



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**Question 202:**

If possible please provide the annual spend on IT Service Desk, Alert Monitoring and Desk-side support – FTE, Tools and Others for business case calculation.

**Answer 202:**

1/27/2016: Vendors should rely upon the information in this RFP to scope their proposal.

**Question 203:**

Please confirm if NYS is open to rebadging of resources? If yes kindly provide the count, skillset and location of employees who can be rebadged?

**Answer 203:**

1/29/16: If this question pertains to staffing, bidders are entirely responsible for all aspects of resource staffing. For additional information, please see response to Question 83.

**Question 204:**

Please share the list of in flight projects which would have impact because of this outsourcing initiative?

**Answer 204:**

1/29/16: We are not currently aware of any projects that would impact this RFP.

**Question 205:**

Please clarify whether there is an existing knowledge base, if yes,

- Is the knowledge base centralized?
- Is migration of existing Knowledge base articles and KEDB required?

**Answer 205:**

1/26/16: Yes, there is currently a centralized Knowledgebase which is stored within ServiceNow. It is ITS' intention to review the current Knowledgebase for completeness, relevancy and accuracy prior to, and throughout the engagement.

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**Question 206:**

Please share the entire incident and change ticket dump for last 6 to 12 months for all the towers in scope.

**Answer 206:**

1/26/16: The best information available is in appendix L.

**Question 207:**

Can NYS share Service Level performance trend for the KPIs and OPIs listed in the SECTION 3 - SERVICE LEVEL REQUIREMENTS document for the last 6 to 12 months?

**Answer 207:**

1/26/16: This data is not available.

**Question 208:**

Kindly share the list of all third party contracts that NYS would expect Service Provider to manage for this RFP

**Answer 208:**

1/26/16: ITS will manage all contracts.

**Question 209:**

Please confirm if the knowledge transition would happen from a centralized location for all the 3 towers in scope

- a. Service Desk
- b. Alert Monitoring
- c. Desk-side Services (Break-fix)

**Answer 209:**

1/26/16: Knowledge transition will occur between ITS and the vendor via live meetings, WebEx, and document sharing.



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**Question 210:**

Do you have an existing Inventory management software or static data sources which can provide raw data to CMDB or you want Service Provider to position the same?

**Answer 210:**

1/26/16: Yes, we have an existing inventory management software which will populate CMDB in ServiceNow.

**Question 211:**

We understand that all ITIL v 3 Processes are implemented and the processes documentation/work procedures is created and available? Is NYS looking forward for the re-design of the processes or should the Supplier follow it as-is?

**Answer 211:**

1/26/16: NYS has defined ITIL processes but the vendor can propose improvements.

**Question 212:**

Service Provider understands that the following is in-scope under Alert Monitoring services have to be provided:

1. Network -Fault ,Availability & Performance Monitoring
2. Server - Fault and Performance Monitoring
3. Application Fault & performance Monitoring
4. Synthetic Transaction Monitoring
5. Database Monitoring
6. Asset Management
7. Service Management - Incident Management, Critical/major Incident Management
8. Unified Reporting
9. Knowledge & Document Management

Please confirm our understanding.

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**Answer 212:**

1/29/26: Per RFP section 2.1 Key Element 19, on a 24x7x365 basis monitor pre-defined dashboards, provided via 6 individual monitoring systems for the purpose of initiating incidents to NYS resolver groups for proactive systems management. The monitoring systems will capture critical health indicators of NYS IT Infrastructure components including network, servers, storage, and telecommunication

**Question 213:**

Can the tools mentioned in Appendix R be extended to Service Provider for the current scope? Is NYS open for a shared tools platform where a multitenant tool platform is used for monitoring infrastructure across different customers?

**Answer 213:**

1/22/2016: Vendor needs to monitor the tools listed in section 2.1 Key Element 22. Vendor can propose solution

**Question 214:**

For Alert Monitoring – can NYS provide the number of devices, type of the devices, and average number of monthly alerts per devices to be supported? What is the resolution done by the Alert Monitoring team and what is the level of support documentation available for the Service Provider? Also please provide the hourly alert arrival pattern for a month.

**Answer 214:**

1/21/2016: The best information available is in Appendix T

**Question 215:**

In the current NYSM platform setup, please provide more details of what integrations are already there and what are the expectations from the Service Provider?

- Integrations with the existing monitoring tools to allow automatic logging and updating of tickets
- Integrations with any other third party/ in-house NYS tools/applications

**Answer 215:**

1/26/16: NYS does not require any integrations with respect to this RFP.



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**Question 216:**

We understand that for Alert Monitoring Level 1 support, the Supplier needs to only perform eye on glass monitoring for the 6 different consoles and create and assign tickets to the respective resolver groups. We also understand that no alert resolution is done by the team. Please confirm if the understanding is correct.

**Answer 216:**

1/22/2016: Your understanding is correct

**Question 217:**

As mentioned in the section 2.1 post the revision, can you please elaborate or provide details on the kind/type of evidences NYS will require to ensure ITIL compliance?

**Answer 217:**

1/26/16: NYS will expect the vendor to provide evidence that demonstrates ITIL compliance such as:

- Number and levels of staff trained in ITIL and to what level
- Number and level of staff ITIL certified
- Documentation of assessment against the ITIL processes over a number of years showing trends.

**Question 218:**

Does NYS through this RFP want to pursue the existing cluster based 9 service desks model? Or, is NYS ready for further consolidation for a unified service desk as SPOC for all NYS agencies?

Will NYS open to a proposal for a unified service desk for all NYS agencies against the current operating model?

**Answer 218:**

1/22/16: NYS is looking to consolidate to one unified service desk

**Question 219:**

Does the current service desk team perform Alert Monitoring activities?

**Answer 219:**

1/22/16: Yes, the current service desk team performs alert monitoring activities



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**Question 220:**

Please provide more details on the following:

- a. Translational Service -
- b. Password Resets for NY.GOV.ID - what is the scope for automation?

**Answer 220:**

1/22/16: Per section 2.1 Key Element 33, the contractor will be required to provide translation services at the time of the call. Automation for NY.GOV.ID is out of scope for this RFP, you will be provided with the tools necessary to complete the password resets

**Question 221:**

Is knowledge management module of Service Now accessible by end users for self-help/self-service? Is there any current Self Help FAQ / Database list containing questions and issue resolutions that is maintained by NYS

**Answer 221:**

1/22/16: Yes, the current Knowledge Management module is accessible to End Users. It is ITS' intention to increase the amount of documentation available to End Users for Self Help purposes. It is ITS' expectation that the vendor will assist in meeting this goal

**Question 222:**

Is there any automated solution or self-help option for password reset and account unlock?

**Answer 222:**

1/22/16: A universal automated solution does not exist currently

**Question 223:**

Are vendor management activities to be performed by Service Desk? If yes, kindly provide the following details:

- No of Such Vendors
- Follow-up frequencies

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**Answer 223:**

1/22/16: Vendor management is not in scope for this RFP

**Question 224:**

Please provide the average handling time (Average Talk time + Average After call work + Average hold time) and response time for each mediums of support achieved by the current

**Answer 224:**

1/22/16: This information is not available

**Question 225:**

Please provide a break up of volume for each of the 9 Clusters/Agencies SD

**Answer 225:**

1/22/16: The best information available is provided in Appendix T

**Question 226:**

Please provide the call arrival pattern in excel format and also the breakup of volume for all the calls by priority. Also provide typical percentage increase in the number of users over the next 5 years,

**Answer 226:**

1/22/16: The best information available is provided in Appendices T and L

**Question 227:**

NYS has stated "ASA of  $\leq 30$  seconds" in NYS service level KPIs. Can NYS provide the current statistics for last 6 months for the current ASA?

**Answer 227:**

1/22/16: This information is not available

**Question 228:**

What Percentage of tickets are resolved based on SOPs and Existing Knowledge articles in the current environment at each Level? What is the current first call resolution achieved?



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**Answer 228:**

1/22/16: This information is not available. It is ITS' intention to review the current knowledge base for completeness, relevancy and accuracy prior to and throughout the engagement. It is ITS' expectation that the vendor will assist in meeting this goal...

**Question 229:**

Please provide more details on the type of planned/unplanned incidents/changes that might impact service desk volume and the frequency of such incidents/changes.

**Answer 229:**

1/22/16: This information is not available. Vendors may propose solutions to minimize the Service Desk volume impact as part of their bid proposal and throughout the engagement.

**Question 230:**

Are there any "Identity and Access Management" (IDAM) tool used by NYS which needs to be leveraged by SD to provide user access and administration support? If so what is the IDAM tool used

**Answer 230:**

1/22/16: Yes, the only item in scope for this RFP in the area of Identity and Access Management is password reset. The tools are [NY.gov](http://NY.gov) ID, Orchestrator, SCOM, and Spectrum.

**Question 231:**

NYS is requesting a first contact resolution percentage of 70%, 75% and 80% in year 1, 2 and three respectively, Can NYS share what is the current "First contact resolution" measured and reported

**Answer 231:**

1/22/16: This information is not available

**Question 232:**

Please provide a list of all NYS's Service-Desk-supported software (including OS, business applications, infra applications, office applications etc.) and hardware



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**Answer 232:**

1/22/16: The best information available is in Appendices T and O

**Question 233:**

Please confirm on the nature of support required for supporting Business Applications. Please confirm on the nature of these applications and number of calls generated for such support.

**Answer 233:**

1/26/16: The vendor's responsibility is to follow the procedures outlined in the knowledge article and assign to Level 2 as specified. The numbers are included in the total estimates of Appendix T.

**Question 234:**

Please provide location wise break up of users for all the in scope locations listed in the RFP

**Answer 234:**

1/26/16: There are currently 8,500 managed network customer sites that will need to be supported by the vendor. Specific location and number of users is not currently available.

**Question 235:**

Please provide details on the projects in progress - time lines of these projects, impact of these projects on the Service desk services and the accountability of the supplier as expected by NYS

**Answer 235:**

1/26/16: Current ITS project initiatives are out of scope for this RFP

**Question 236:**

Is there a tool being used to convert emails in to tickets automatically (email parser)? Please specify if the same shall be extended to the Supplier. If not, can the Supplier propose a tool?

**Answer 236:**

1/26/16: Currently emails are forwarded to ServiceNow to create a ticket. Vendor can use the same process or propose a solution.

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**Question 237:**

What are the current service desk metrics captured? Please share a copy of daily, weekly and monthly performance reports of service desk. How are the reports collected - Automated OR Manual? Who manages these reports currently?

**Answer 237:**

1/26/16: The best information available is in Appendices L and T.

**Question 238:**

Please provide the key business drivers and any critical gaps/pain areas in the current setup of Service Desk, which needs to be addressed in the service provider solution?

**Answer 238:**

1/26/16: The business goals for this procurement can be found in section 1.1.

**Question 239:**

Is there any recommendation on per user bandwidth requirement for application access? Like 100 Kbps, etc. What will be the mode of accessing the applications by the service desk agent (MPLS, VPN, and Internet) during Operations phase? Will the Applications & tools accessible through VPN during Kick off/ Transition Period.

**Answer 239:**

1/29/16: No, vendor will determine recommendation. Applications and tools will be accessible via ITS provided VDI. VDI access will be available throughout the engagement.

**Question 240:**

It is assumed that NYS will continue to own all the HW and SFW assets (including tools, scripts, licenses, Vendor AMC and support contracts) and Vendor will be allowed to leverage the same at no additional cost. Please confirm (Yes / No). If No, please share the expectations from Vendor

**Answer 240:**

1/22/16: For Service Desk, ITS will provide all licenses required to perform functions. VDI access will be provided, but no desktops/hardware. For level 2



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break fix ITS will provide the vendor with all needed hardware and software. There should be no need for the vendor to leverage NYS contracts.

**Question 241:**

Please provide the details if the location is a standard location or a priority location for asset inventory

**Answer 241:**

1/22/16: The best information available is in appendices I and J

**Question 242:**

Please provide the breakup of IMAC volumes in excel format for the Desk-side support team for all the in-scope locations. For Priority locations, please provide a call arrival pattern for the break fix services.

**Answer 242:**

1/22/16: The best information available is in Appendices L and T

**Question 243:**

We understand that there is no financial responsibility expected from the service provider on the procurement of HW/SW? Please confirm.

**Answer 243:**

1/22/16: All replacement hardware will be procured and imaged if necessary by ITS. ServiceNow will be provided to vendor by ITS.

**Question 244:**

Of the total tickets for Desktop support and mobile support, what is the percentage that is resolved at the service desk level?

**Answer 244:**

1/22/16: This information is not available. It is ITS' intention to review the current knowledge base for completeness, relevancy and accuracy prior to and throughout the engagement. It is ITS' expectation that the vendor will assist in meeting this goal.



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**Question 245:**

We see that of the total number of desktops in scope, close to 38% desktops are less than 3 year old. Please confirm all the old devices are under hardware and software warranty and what is the refresh plan for all these devices?

**Answer 245:**

1/26/16: The vendor is responsible for replacing the equipment as needed from stock regardless of whether it is under warranty. Warranty coordination services are the responsibility of ITS.

**Question 246:**

We understand that the tool required to manage the spare parts will be provided by NYS. Please confirm.

**Answer 246:**

1/26/16: ServiceNow Asset Management will be used to managed Assets and will be provided by ITS.

**Question 247:**

Please confirm if all onsite facilities cost and logistics & packing costs will be borne by the NYS

**Answer 247:**

1/26/16: The vendor is responsible for the cost of vendor facilities, returning equipment to ITS, and any associated logistical costs. ITS is responsible for the cost of sending equipment to the vendor.

**Question 248:**

Please provide details on all the end of life assets in the inventory which needs to be supported.

**Answer 248:**

1/26/16: The best information available is in Appendix O.

**Question 249:**

Please provide the key business drivers and any critical gaps/pain areas in the current setup of Desk side, which needs to be addressed in the service provider solution?

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**Answer 249:**

1/26/16: The business goals for this procurement can be found in section 1.1.

**Question 250:**

Please confirm if the Contractor has to provide a location for maintaining the spares or will all the spares be maintained at a centralized depot location by NYS? Is there any break-fix support required for the home users? Or only the office locations are in-scope of this RFP?

**Answer 250:**

1/26/16: Yes, the vendor needs to provide a location for maintaining spares. No, there is no break-fix support required for home users, only office locations are in scope of this RFP.

**Question 251:**

What Mobile Device Management software suite is used today?

**Answer 251:**

1/26/16: MobileIron.

**Question 252:**

Please provide any details on the number of desk side events for during business hours and for which occurred outside normal business hours for all the Priority locations.

**Answer 252:**

1/26/16: The best information available is provided in Appendices T and L.

**Question 253:**

What is the timeline given to new hires to complete mandatory training?

**Answer 253:**

1/26/16: Initial training must be completed within the Start-Up period. Each training requirement must be met annually.

**Question 254:**

Please indicate the average talk time for each Tier I call type



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**Answer 254:**

1/26/16: This information is not available.

**Question 255:**

Please indicate the average call wrap up time for each Tier I call type

**Answer 255:**

1/26/16: This information is not available.

**Question 256:**

What are the items that would be stored in the storage facility?

**Answer 256:**

1/26/16: All equipment necessary to meet the SLR's are stored in the storage facility.

**Question 257:**

What lead time will ITS require to take delivery of removed equipment?

**Answer 257:**

1/29/16: Lead times will be worked out during the startup period. The vendor can propose a process.

**Question 258:**

What is the current size of the existing storage facilities?

**Answer 258:**

1/26/16: Based on the requirements in the RFP, vendor is expected to develop a solution that will achieve the SLR's.

**Question 259:**

Can NYS ITS provide contractor's technician desk space at the larger ITS supported Site locations that have large numbers of supported equipment and users?

**Answer 259:**

1/26/16: The vendor will dispatch technicians with proper equipment as needed.



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**Question 260:**

Is the contractor responsible for tracking alerts handed to the NYS resolver group through resolution or only log that the alert for sent to the NYS resolver group?

**Answer 260:**

1/26/16: The vendor is responsible for taking the call and following the process that is outlined in Appendix S.

**Question 261:**

Would NYS ITS consider a two week extension to enable the vendor to receive the answers and incorporate any changes or clarifications into the response?

**Answer 261:**

1/26/16: The Bid Proposal due date has been extended until February 19, 2016 at 4:00 P.M. EST

**Question 262:**

Does the number of tickets generated include tickets in which the user did not respond in a timely manner to attempts to assist the user? Is there a current allotted time before a user is considered non responsive to attempts to reach the user? If the ticket is closed for an unresponsive user, can the user reopen the ticket and would that count within the SLR for Reopened tickets?

**Answer 262:**

1/29/16: Yes, the number does include tickets that were closed because the user had not responded. Our incident resolution process states that after 3 attempts with no response from the user the incident may be closed. The user will be able to reopen the ticket but it will not count against the SLR.

**Question 263:**

We referred to [www.ogs.ny.gov/purchase/pcpurchase.htm](http://www.ogs.ny.gov/purchase/pcpurchase.htm) as indicated to review the list of supported end user hardware and manufacturers; however, can you provide a list of printers and phones that are also supported both by the Service Desk and End User break fix?

**Answer 263:**

1/26/16: The best information available is in Appendix T.

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**Question 264:**

It is stated that currently 60% of the transactions can be handled by End User Services Desk staff, and 40% are passed on to other ITS assignment group. We have a few questions of clarification below:

**Answer 264:**

*1/26/16: See answers to questions 265 and 266.*

**Question 265:**

What percentage of these tickets are passed on to the Break Fix Team?

**Answer 265:**

*1/26/16: This information is not available.*

**Question 266:**

Of the 40% that is routed to other groups, are all calls / incidents triaged by the service desk or is there any automation via IVR or workflows that route tickets or calls directly to the fulfillment groups?

**Answer 266:**

*1/22/16: Currently there is not an automated work flow that routes tickets directly to resolver groups.*

**Question 267:**

Our assumption is that all services must be provided by US Citizens and supported within the U.S. Is this an accurate assumption, or should a near shore or offshore options be considered?

**Answer 267:**

*1/27/16: All Contractor employees that provide services under this RFP must be authorized to work in the U.S. RFP section 2 paragraph 38 provides that the Contractor must host the service desk operations service at Contractor's location within the continental US. This RFP does not anticipate near shore or off shore options for providing services.*

**Question 268:**

Are there any millwrights or union considerations in certain buildings or for specific activities that should be taken into consideration?



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**Answer 268:**

1/27/2016: Vendors should rely upon the information in this RFP to scope their proposal.

**Question 269:**

How are the local printers serviced? Who is responsible for setting up new printers, including physical installation, configuration, print queue setup, etc.? Is that in scope? If so, can more information be provided on the type of printers, number of printers, etc.?

**Answer 269:**

1/29/16: The scope is limited to the following. RFP Section 2.2 key element General 2 has been **revised** to read as follows: For printer issues after proper triaging:

For printers still on warranty, either OEM or third party, as designated in asset inventory in ServiceNow, the vendor's L1 Service Desk will follow procedures within the ITSM Knowledgebase to create a dispatch request through the corresponding vendor's dispatch process, typically web-based. The L1 Service Desk will then be responsible for creating an Incident within ServiceNow, with a reference to the manufacturer Incident number, and refer to ITS's L2 assignment group for follow up and closure.

Or If the printer is not on warranty refer to ITS's L2 assignment group to resolve.

**Question 270:**

While not referenced in the site indicated by State of New York, are Macs supported by either the Service Desk or Break Fix Teams?

**Answer 270:**

1/26/16: A limited number of MACS exist in the environment and are supported by the Service Desk. ITS will handle break-fix of MACS.

**Question 271:**

Can you describe how the calls are escalated to the Break Fix Team?

**Answer 271:**

1/26/16: The best information available is in Appendix S.

**Question 272:**

Is ITS Central team acting as end user deskside support, exclusive of break fix?



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**Answer 272:**

1/26/16: Yes, ITS will support all other deskside issues exclusive of break fix.

**Question 273:**

Are the break fix techs located on NYS sites and/or are they located offsite?

**Answer 273:**

1/26/16: The vendor is responsible for hosting and dispatching the break fix techs from the vendor's location.

**Question 274:**

Do break fix technicians perform the hardware repairs and/or is State of NY looking for pcs being swapped? If yes, are there any kind of vendor certificates that are required?

**Answer 274:**

1/26/16: Break fix techs will not be performing hardware repairs, they will be replacing equipment.

**Question 275:**

Can State of New York provide the number of after hour break fix incidents to expect?

**Answer 275:**

1/26/16: This information is not available.

**Question 276:**

Is it possible to get an updated copy of the NYS Sites Port Counts that includes the city and county?

**Answer 276:**

1/26/16: The best information available is in Appendix K.

**Question 277:**

Attachment 8 states that that the prices will be a fixed monthly cost, adjusted semiannually in January and July. Can ITS outline the process that will be used to adjust the pricing?

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**Answer 277:**

1/27/16: The quantity of active O365 users will be measured each year on January 1st. The monthly amount to be paid for the months of January through June will be consistent with the monthly per active user pricing reflected on Attachment 8, Worksheet 2. A comparable process will be followed for the July - December period, based on a July 1st measurement of active O365 users.

**Question 278:**

Would NYS consider a Business, not yet registered as NYS MWBE and pending the status?

**Answer 278:**

1/27/16: Yes.

**Question 279:**

Would NYS accept electronic copies delivered on 2/1 with paper copies delivered a few days later?

**Answer 279:**

1/25/16: No, per RFP Section 6.1, all Bid Proposals must be submitted so that they are received by the ITS Sole Designated Procurement Contact at the address specified on the cover page of this RFP by the date and time specified in the Calendar of Events. Faxed proposals and electronic submission will not be accepted. Proposals received by the State after the proposal due date and time specified in the Calendar of Events will be disqualified.

**Question 280:**

We have a procedural question relating to attachment 12.

The RFP checklist requests a signed and notarized Confidentiality and Non-Disclosure Agreement. The form is actually on a per consultant basis. This RFP requires many consultants and subcontractors and completing this form would seem impractical at this time and in to the future based on the sheer numbers of consultants and the ebb and flow of consultants over a 5 year time period. It would seem you would want the prime contractor to be responsible and therefore we would propose that the contractor, in our case, sign it as the prime contractor. I have attached a marked up attachment 12 that reflects that position. At a minimum, it would seem more practical at this time to provide a statement in response to attachment 12 that would say vendor "will be pleased to execute an NDA if selected for award".



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**Answer 280:**

1/29/15: Bidders should sign, notarize and submit Attachment 12 along with their bid proposal. Employees and subcontractors should sign at time of engagement.

**Question 281:**

What are the Contractor scope of services in maintaining the Depots? Will Depot services (break-fix of swapped devices, warranty co-ordination, making devices ready for Disposal) be retained by ITS?

**Answer 281:**

1/29/16: Refer to RFP section 2.2.2 key elements 29 -32 for the scope of services regarding maintaining inventory.

**Question 282:**

It is mentioned that VDI is currently being implemented in environment with number of implementation going up to 40,000 in 24 months. Will these be thick clients or thin clients? Should contractor consider the impact of this ramp up in while providing the pricing?

**Answer 282:**

1/29/16: It will be a combination of zero and thin clients. Vendors should consider all information when proposing pricing.

**Question 283:**

Please provide list of End user devices as per each location. Currently only ports per site is provided

**Answer 283:**

1/29/16: The best information available in appendices T, J, I and O.

**Question 284:**

What are the call volumes for Level 2 End user break fix support - Hardware break fix calls - Deskside Software Support calls (DSS)

**Answer 284:**

1/29/16: This information is not available.



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**Question 285:**

Please provide inventory of End User Assets that need to be supported.

**Answer 285:**

1/29/16: The best information available in appendices T, J, I and O.

**Question 286:**

Please confirm availability of NYS resources during transition/startup period of services.

**Answer 286:**

1/29/16: ITS will provide all necessary NYS resources throughout the engagement.

**Question 287:**

Are there any planned blackout/freeze periods?

**Answer 287:**

1/29/16: ITS is not expecting any blackout/freeze periods.

**Question 288:**

Please provide the downtime window(s), if any.

**Answer 288:**

1/29/16: The expectation is services will be provided 24/7, 365 days a year. Per RFP section 2.5, key element 40, the vendor is expected to include in their proposal a detailed 90 day start up plan that will be reviewed and approved by ITS.

**Question 289:**

Are there internal projects that could possible impact the transition/start up timelines?

**Answer 289:**

1/29/16: ITS does not expect internal projects to impact the transition/startup times.

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**Question 290:**

Are there any 3rd party support agreements that we will be expected to oversee or manage?

**Answer 290:**

1/29/16: ITS will manage all 3<sup>rd</sup> party contracts.

**Question 291:**

Are there any data or regulatory requirements that we will have to comply with, if any? Please share the details.

**Answer 291:**

1/29/16: All Terms and Conditions required by the RFP apply throughout the engagement.

**Question 292:**

Will NYS be able to provide existing process documents during transition/start up period?

**Answer 292:**

1/29/16: There is currently a centralized Knowledgebase which is stored within ServiceNow. It is ITS' intention to review the current Knowledgebase for completeness, relevancy and accuracy prior to, and throughout the engagement. The vendor will be provided access to the knowledgebase.

**Question 293:**

Is there any rebadging of employees expected?

**Answer 293:**

1/29/16: If this question pertains to staffing, bidders are entirely responsible for all aspects of resource staffing. For additional information, please see response to Question 83.

**Question 294:**

If possible, can supplier suggest integrating NYS Service Now with supplier Service Now and also use shared resources to bring cost efficiency, better governance and reporting?



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**Answer 294:**

1/29/16: Vendor may propose a solution.

**Question 295:**

Will NYS issue licenses to the suppliers? Will they also do what is necessary to access their ServiceNow instance remotely?

**Answer 295:**

1/29/16: Yes, ITS will supply the licenses and access to ServiceNow is available over the internet.

**Question 296:**

How many resolver groups do you have today? Also, how do you route calls today - via PSTN or is any voice integration required?

**Answer 296:**

1/29/16: ITS currently has approximately 1000 assignment groups which the knowledge article will lead to the correct assignment group. We are maturing the ServiceNow tool to streamline assignment based on configuration item. We currently do not have voice integration to route calls.

**Question 297:**

Is a special number(s) for VIPs required? If so how many - toll free number(s)/toll number(s)?

**Answer 297:**

1/29/16: Per RFP section 2.1 Key element 18, the contractor must provide a VIP support process.

**Question 298:**

In the Q&A response, it is mentioned that Contractor is not expected to provide Depot services. Please confirm that for Desktop/Laptop Hardware break fix, Contractor is only expected to swap the device and perform and required data transfer, and Contractor is not expected to replace parts or provide hardware repair.



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**Answer 298:**

1/29/16: Except as noted in response to question 12, NYS confirms that Contractor is expected to swap the device and perform the required data transfer. Contractor is not expected to replace parts or provide hardware repair.

**Question 299:**

In Q&A response, it is noted that MFD require hardware break fix support at onsite itself. There will be no swapping of device. Please elaborate on the level of support expected from Contractor in fixing the MFD / Printers

**Answer 299:**

1/29/16: RFP Section 2.2 key element General 2 has been **revised** to read as follows: For printer issues after proper triaging:  
For printers still on warranty, either OEM or third party, as designated in asset inventory in ServiceNow, the vendor's L1 Service Desk will follow procedures within the ITSM Knowledgebase to create a dispatch request through the corresponding vendor's dispatch process, typically web-based. The L1 Service Desk will then be responsible for creating an Incident within ServiceNow, with a reference to the manufacturer Incident number, and refer to ITS's L2 assignment group for follow up and closure.  
Or If the printer is not on warranty refer to ITS's L2 assignment group to resolve.

**Question 300:**

Is Contractor expected to coordinate with warranty/ AMC service providers for MFDs and Printers?

**Answer 300:**

1/29/16: RFP Section 2.2 key element General 2 has been **revised** to read as follows: For printer issues after proper triaging:  
For printers still on warranty, either OEM or third party, as designated in asset inventory in ServiceNow, the vendor's L1 Service Desk will follow procedures within the ITSM Knowledgebase to create a dispatch request through the corresponding vendor's dispatch process, typically web-based. The L1 Service Desk will then be responsible for creating an Incident within ServiceNow, with a reference to the manufacturer Incident number, and refer to ITS's L2 assignment group for follow up and closure.  
Or If the printer is not on warranty refer to ITS's L2 assignment group to resolve.

**Question 301:**

Please provide make and location details of Printers and MFDs.

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**Answer 301:**

1/29/16: The best information available is in appendix T.

**Question 302:**

In Q&A response, it is stated that Contractor is expected to provide Storage for NYS swap devices and spare units. Is Contractor expected to provide an offsite storage facility? Will the existing Storage rooms in NYS Campus locations won't be available to contractor for storing of swap and spare units?

**Answer 302:**

1/29/16: Contractor to propose any necessary storage solution at contractor cost. Contractor may propose any alternate options on Attachment 20, Extraneous Terms and Conditions.

**Question 303:**

What is the approximate percentage split of devices as per OEM make of Desktops & Laptops (Dell/HP/Lenovo/MAC)?

**Answer 303:**

1/29/16: The best information available is in appendix T.

**Question 304:**

In a termination for convenience there are transition fees that needs to be recovered. This section states "State agrees to negotiate a payment for Services performed by the Contractor prior to termination." The investments from transition are known fees and vary based on when a termination for convenience occurs and need to be included in pricing over the term, or a transition fee needs to be charged upon service assumption. Would the State of New York prefer a single charge for the transition upon service assumption or blend the transition fees across the term? Based on preference, where should these fees be included within the RFP response?

**Answer 304:**

1/27/16: Transition costs should be reflected in Service Desk and End User Break-Fix Support Services pricing, Attachment 8, Worksheet 2.

**Question 305:**

Where are each of the 9 current service desk centers located?