



Ramsey County Statement of Work

Service Center Implementation Evaluation and Recommendations

Addendum

Date: August 27, 2013

Description: Response to Vendor Questions

Vendor Questions and Answers

1. Would you consider having this done remotely since it is a short-term engagement?

Some remote work may be acceptable. However, the work that requires access to documents and information, or the exchange of such, should be done onsite.

2. Will you be interviewing candidates or just selecting a candidate from the submitted proposals?

We don't anticipate formal candidate interviews but may contact candidates with follow-up questions prior to final review and selection.

3. Is there an existing Service Center software in place? If yes, does the candidate need experience with that software package?

Yes, an existing tool is in place. The candidate does not necessarily need experience with the tool, but needs the ability to review current use and proposed expansion of certain features against industry practices, as outlined in Project Requirement #6.

4. Can you further clarify the technical skills that you are looking for?

We are seeking planning and assessment experience related to Service Desk implementation aligned with industry standards and practice.

5. How long has the current system of having IS and Telecomm be separate Service Desks been in place / in use?

The Telecom function was transferred from another department into IS approximately 1.5 years ago, so they have never been combined.

6. How is the current system being supported? Is it all in house technical and personnel support?

The current service desk software is supported by in-house programmers with occasional vendor support as needed. As stated in the SOW, the service desk is staffed by in-house technical staff.

7. Is the Service Desk used for other purposes today – such as facilities – or HR Onboarding?

It is only used informally to process requests for HR onboarding purposes.

8. Are there integrations with other systems?

No.

9. What is the Level of ITIL knowledge of the staff and supervisors involved?

Level of ITIL knowledge varies within the department.



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10. Can you please explain your expectation for the deliverable listed as Service Center Implementation Charge? Is your objective to have a list of tasks, duties, SLAs, etc.

This deliverable seeks review of the Service Center Implementation charge from the CIO and identification of any gaps in the charge and/or work performed to date. Those gaps should be incorporated into the road map as tasks, duties, or any other applicable form.

11. Can you please confirm your expectations for the 2013 high level roadmap. What is the desired timeframe for the roadmap? Usual road maps are 12-24 months. We are wondering if you might have intended it to be a 2014 roadmap?

We are seeking review and analysis of our work to date, identification of gap items and a plan for what is absolutely required to be completed for 2013 consolidation and what items, if any, can be addressed in 2014. The high level road map is a project deliverable and is expected by project completion.