

# AMENDMENT 1 FOR RFP NUMBER 0A1151

**DATE AMENDMENT ISSUED: May 1, 2015**

The State of Ohio, through the Department of Administrative Services, Office of Information Technology, on behalf of the Office of Information Technology Infrastructure Services Division is requesting proposals for:

## ENTERPRISE IT SERVICE MANAGEMENT PLATFORM SUPPORT and MAINTENANCE SERVICES

**INQUIRY PERIOD BEGINS:** April 13, 2015  
**\*\*INQUIRY PERIOD ENDS:** ~~May 7, 2015~~ **May 14, 2015\*\***  
**\*\*OPENING DATE:** ~~May 13, 2015~~ **May 20, 2015**  
**OPENING TIME:** 1:00 P.M.  
**OPENING LOCATION:** Department of Administrative Services  
General Services Division  
Bid Room  
4200 Surface Road  
Columbus, Ohio 43228

The attached page(s) represent the Request for Proposals (RFP) amendment for the RFP listed above. Please use replacement pages contained in this document to replace the page(s) previously issued by the State.

Specifications and requirements that have been revised are surrounded by double asterisks, bold type and when applicable, strikethrough.

## REQUEST FOR PROPOSALS

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### ENTERPRISE IT SERVICE MANAGEMENT PLATFORM SUPPORT and MAINTENANCE SERVICES

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This RFP consists of five parts and nine attachments, totaling 59 consecutively numbered pages. Supplements also are attached to this RFP with a beginning header page and an ending trailer page. Please verify that you have a complete copy.

In lieu of taking exceptions to RFP requirements, including but not limited to terms and conditions, scope of work requirements, etc., or providing assumptions that may be unacceptable to the State, offerors are strongly encouraged to use the inquiry process in Part Three of the RFP.

- On the subsequent screen, at minimum, select the appropriate Procurement Type, e.g., "Information Technology Service" as a search criterion;
- Select "Search"; and
- A list of Ohio MBE Certified Service Providers will be displayed.

**Overview of the Project's Scope.** The Contractor will have responsibility to provide overall project management for the following five (5) task areas, specifically:

1. Ongoing Development and Evolution of the State's Enterprise ITSM Platform (detailed in Section 2 of Supplement 1).
2. Support and Maintenance of the State's Enterprise ITSM Platform (detailed in Section 3 of Supplement 1).
3. Knowledge Transfer and Educational Services (detailed in Section 4 of Supplement 1).
4. Support of Additional State Agency Adoption and Deployment of ITSM based requirements using the State's Enterprise ITSM platform (detailed in section 5 of Supplement 1).
5. Mandatory Project Management and Execution Requirements (detailed in section 6 of Supplement 1).

**Calendar of Events.** The schedule for the RFP process and the Project is given below. The State may change this schedule at any time. If the State changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Website's question and answer area for this RFP. The Website announcement will be followed by an amendment to this RFP, also available through the State's Procurement Website. After the Proposal due date and before the award of the Contract, the State will make schedule changes through the RFP amendment process. Additionally, the State will make changes in the Project schedule after the Contract award through the change order provisions in the General Terms and Conditions Attachment to this RFP. It is each prospective offeror's responsibility to check the Website question and answer area for this RFP for current information regarding this RFP and its Calendar of Events through award of the Contract.

**Dates:**

Firm Dates

RFP Issued:	April 13, 2015
Inquiry Period Begins:	April 13, 2015
<b>**Inquiry Period Ends:</b>	<b>May 7, 2015 May 14, 2015 at 8:00 a.m.**</b>
<b>**Proposal Due Date:</b>	<b>May 13, 2015 May 20, 2015 at 1:00 p.m.**</b>

Estimated Dates

Award Date:	June 2015
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Estimated Project Dates

Project Begins:	July 2015
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There are references in this RFP to the Proposal due date. Unless it is clearly provided to the contrary in this RFP, any such reference means the date and time (Columbus, Ohio local time) that the Proposals are due and not just the date.