

City of Lynchburg
Procurement Division
900 Church Street
Lynchburg, Virginia 24504
Telephone No.: (434) 455-3970
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**Addendum for Request for Proposal
IT Service Management Software Replacement Project**

13-837

Date: 04/24/2013
From: Lisa Moss, Buyer VCA
RE: Addendum No. 2

This Addendum supplements and amends the original Plans and Specifications and shall be taken into account in preparing proposals and shall become a part of the Contract Documents. The Offeror shall indicate receipt of this Addendum and all previously issued Addenda on the Title Page.

1. Is the City of Lynchburg considering 100% Saas(cloud) solutions?
Yes, but lack of recurring funding does not make it attractive compared to a non Saas solution.
2. If so, do they have a preference for cloud vs on-premise?
On premise
3. **THE DEADLINE FOR SUBMITTAL HAS BEEN EXTENDED TO MAY 7, 2013 AT 4:00 P.M.**
4. How many licenses of BMC do you currently own?
The City of Lynchburg owns what BMC called 800 Service Desk Express client services licenses, 11 concurrent SDE Suite licenses and 813 Configuration Manager Express Licenses.
5. On page 4 of your RFP, you state you will implement in Phased approach. You then list the following processes (Service Level Management, Incident Management, Request Fulfillment, Problem Management, Event Management, Access Management, Change Management, Service Asset and Configuration Management, Service Continuity Management. Also included are Service Portfolio, Service Catalog). Are you planning to implement all of these processes in one phase? If not, specifically which processes do you have prioritized for your initial phase 1 implementation?
Of 26 ITIL processes, these 11 are the ones that have been prioritized for initial implementation to be known as Phase 1.
6. Responses shall be limited to no more than 30 pages excluding the cover page. Does this exclude the Scope of Requirement Document (note this in itself would exceed 30 pages) as a separate Excel Sheet as well as sample contracts, architecture white pages, etc, that would be included in an appendix? Please provide clarification as to what specifically must be in the 30 page limit.
This requirement is being waived for this RFP. The City prefers concise proposals but will accept proposals larger than 30 pages if necessary.
7. Does your \$60K budget include professional services for all modules or just phase 1?
\$60K is all that was approved for this acquisition.
8. Do you have a preference for Saas va On-premis model?
See response to questions 1 and 2.