



IT Service Management System

Organization, Personnel and Technology Committee (OP&T)

Item 7-2

May 12, 2020

GENERAL PROJECT SCOPE

- The scope of this project is to replace the current IT service desk ticketing system with an enterprise-level IT service management (ITSM) system. IT is using the outdated current system as a stopgap measure until a full functionality ITSM cloud-based system is implemented.
- The total estimated project cost is \$1.1M.

REASONS FOR REPLACEMENT

- The current system is an outdated application with limited IT Service management functionality and has frequent system performance issues. On average, the IT service desk receives 2,200 tickets per month and the iHub receives 400 tickets per month.
- ITSM core components like change management, problem management, IT asset and knowledge management are not available in the current system
- A new system would allow for the implementation of a self-service portal for MWD users to create and track their own IT tickets

REASONS FOR REPLACEMENT

- Implement a robust dashboard and reporting capability to track and improve IT service quality and performance
- Move to a cloud-based system

SOLICITATION PROCESS

- RFP 373002 was issued on October 24, 2019
- Qualifications-based selection
- Nine respondents
- Respondents evaluated by MWD team
- Shortlisted three highest scoring respondents
- Final Selection

EVALUATION RESULTS

The Business Outreach Program (SBE/DVBE or RBE) participation goal designated for this solicitation was twenty-five percent (25%). The Evaluation Committee assessed the merits of each respondent's respective proposal relative to the evaluation criteria and individually scored each submittal yielding the following results (maximum score 1000):

Respondent	Score	SBE/DVBE or RBE
Computer Aid, Inc.	673	Yes
Creative Beyond20	650	Yes
Emtec	594	No
Avante Solutions	569	No
Cherwell	540	Yes
IMPEX	514	Yes
Online Business	510	No
TeamDynamix	462	No
Zoho	373	No

EVALUATION RESULTS

Three (3) respondents were shortlisted and invited for demonstrations. The Evaluation Committee's final assessment yielded the following results:

Respondent	Score	SBE/DVBE or RBE
Computer Aid, Inc.	754	Yes
Creative Beyond20	710	Yes
Emtec	610	No

VENDOR SELECTION

- Computer Aid, Inc. (CAI) was selected due to its offering of a mature ITSM solution (already implemented and used by large number of public and private organizations) and its configuration expertise, implementation capabilities, and experienced resources leading similar ITSM implementations.

AGREEMENT SCOPE

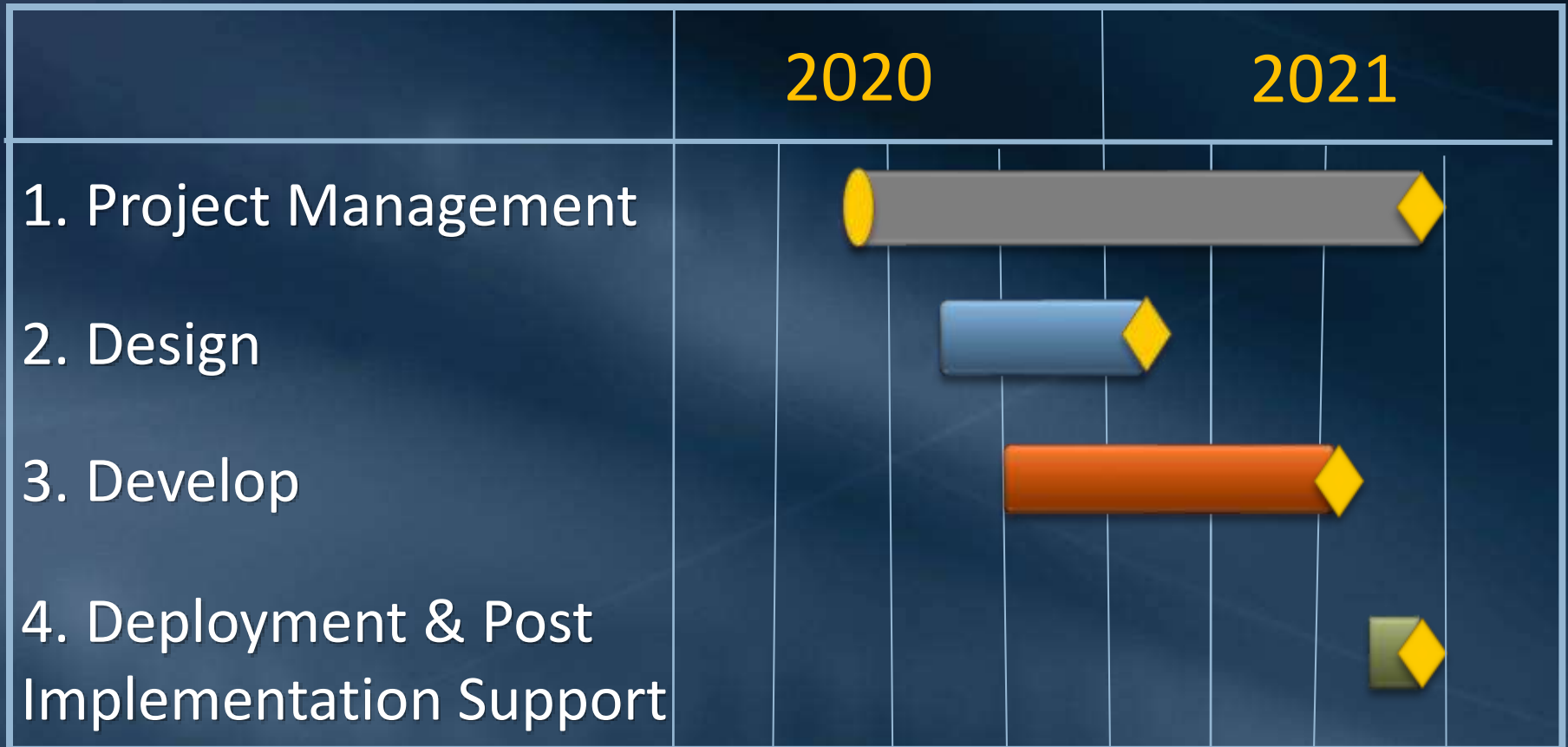


- Project/Payment schedule
- Configuration
 - ITSM core components
 - Workflow(s)
 - Portal Services
 - Dashboard & Reports
- Integration
 - PagerDuty
 - Active Directory
- Testing
- Deployment
- Post implementation support (2 weeks)

PROJECT COST BREAKDOWN

Description	Cost
Vendor (Computer Aid, Inc)	\$771K
MWD Staff	\$288K
Remaining Budget (Contingencies)	\$106K
Total Project Budget	\$1.1M

OVERALL SCHEDULE



◆ **Completion** ● **Board Action**

BOARD OPTIONS

- Option #1
 - Authorize an agreement with Computer Aid, Inc. not-to-exceed \$771,219.00 for the implementation of a new Information Technology Service Management System.
- Option #2
 - Do not proceed with the project currently and continue with existing ITSMs functions.

STAFF RECOMMENDATION

- Option # 1

