Questions and Answers (Q&A) for Service Contract Opportunity Notice PRITS-2023-002

For Management Services for the Implementation of an Information Technology Infrastructure Library (ITIL)

Contents

1. Introduction

The Puerto Rico Innovation and Technology Service (PRITS) Office has developed this question-and-answer (Q&A) document to clarify and respond to the questions and concerns of those potentially interested in submitting proposals. PRITS aims to use this tool to promote transparency and fairness in the process, thus fostering fair competition and a clear understanding of the requirements and expectations associated with this cybersecurity project. Below are the questions received and their responses, organized by category or relevant topic.

2. Questions

A. Scope

1. Can you provide more information about the scope regarding ITIL implementation, level 2 support, training, and call center services?

   For a comprehensive overview of the scope encompassing ITIL implementation, level 2 support, training, and call center services, please refer to SCON's Appendix III - Scope of Services (page 16).

2. Is the PRITS SCON objective to outsource the Service Desk or to develop an internal organization to manage it with PRITS / government employees?

   The SCON's main objective is to hire an organization that can enhance and optimize the Service Desk services offered by PRITS and manage this service desk in collaboration with PRITS employees.

3. Please clarify which services within the scope will be delivered to other government agencies besides PRITS.

   The services outlined in this SCON will be exclusively provided to PRITS; however, government agencies, as clients of PRITS, will significantly benefit from those services.

B. Training

1. Can PRITS provide the expected number of employees to be trained?

   Initially, the training is expected to be provided to approximately 75 employees. The training sessions will be categorized into different levels, with around 45 employees receiving level one training (outside the scope of the SCON) and approximately 30 employees undergoing level two training or higher.

2. In addition to those trained, what is the expected number of additional users, if any?

In addition to the PRITS employees who will receive training, at a later stage, approximately 125 additional users are expected, potentially increasing to around 250 users. However, these users will receive training categorized as level one.

3. Do you expect the training to be on-site or remote?

   The training is expected to be conducted in both on-site and remote modalities at the discretion of PRITS.

4. What type of training? Official accredited courses, workshops, or both?

   It is requested that both accredited official courses and workshops be provided as part of the training. The training selection will be based on the specialization of the personnel and the identified needs of PRITS.

5. Officially accredited courses are aimed at certifying personnel. If so, how many will be certified in, at least, ITIL 4 Foundation?

   It is expected that directors, managers, and other key personnel will participate in the accredited official courses. It is estimated that there will be approximately 20 employees involved.

C. Call Center/Support

1. Is there any call center solution implemented? What is the infrastructure used?

   Currently, PRITS does not have a call center facility; thus, technical support requests are being addressed through the service desk.

2. What are your NOC/help desk requirements for support? Is PRITS expecting the MSP to provide only Level 2 support while PRITS provides Level 1 support? Please clarify.

   The agency will be responsible for offering comprehensive level-one support services, including initial issue evaluation, basic troubleshooting, and resolution of common technical problems. This support will primarily serve as the front-line assistance end-users require and the primary point of contact for technical inquiries and basic issue/incident resolution.

   On the other hand, the MSP will assist PRITS in enhancing and elevating the support services by providing specialized level-two support. This level of support will involve addressing complex technical issues, conducting in-depth analysis, and delivering advanced troubleshooting and resolution techniques. The MSP will leverage their expertise, advanced tools, and extensive knowledge base to handle escalated cases, provide more in-depth technical guidance, and ensure the timely resolution of complex issues.

Through this collaborative approach, PRITS and the MSP will work hand in hand to deliver comprehensive support that satisfies both basic and advanced technical requirements. This division of support responsibilities allows for efficient resource allocation and ensures that end-users receive the most appropriate and effective support based on the nature and complexity of their technical needs.

3. Do we need to provide functional support for business applications?

Functional support for business applications will be needed for addressing application-specific issues, assisting users with advanced configurations, and providing in-depth assistance for application-related tasks. Third-line or application development support is outside the scope of this SCON.

4. Does the PRITS have an organization chart defined for the support?

PRITS has an organizational chart consisting of seven divisions, each with its respective subdivisions. If a specific organizational chart is required for support, it must align with PRITS's formal structure. Regarding support services for other agencies, an organizational chart can be developed to accommodate the government/cluster structure and meet the requirements of PRITS.

5. How many PRITS employees currently work in the call center? How many act as level 1 support?

Although PRITS does not have a call center specifically dedicated to handling technical support requests from agencies, six employees fulfill these functions by providing level-one support through the service desk.

6. How many people do you need for the Level 2 support team?

The Managed Service Provider (MSP) is anticipated to make recommendations regarding the most suitable team composition in accordance with ITIL best practices. However, our projection entails a monthly influx of up to 100,000 tickets, subject to potential fluctuations based on the evolving requirements of PRITS.

7. Should this support be remote or on-site? What will be the service hours for the team? Do you expect service during weekends or holidays?

Based on PRITS's needs, level 2 support can be provided on-site or remotely. Currently, the agency offers services from 8:00 am to 6:00 pm. However, there are plans to develop additional work shifts to support agencies that operate non-stop. Services during nights and weekends could potentially be offered remotely.

The proponents should demonstrate the ability to adapt to different work schedules, effectively support critical incidents during non-standard hours and maintain high service levels. Scalability and the capacity to adjust to varying demands are essential in meeting agency requirements and delivering reliable and responsive level 2 support.

8. Do you have a help desk coordinator or supervisor?

   PRITS has a help desk supervisor responsible for overseeing the operations and performance of the help desk team.

9. Who will be the customers for the Service Desk (who will be calling for incidents), internal users, the general public, or both?

   The clients of the service desk will be government employees who rely on PRITS for technical support and assistance. These government agency employees depend on the service desk to address their IT-related queries, troubleshoot issues, and provide solutions to ensure smooth and efficient operations.

D. Technical Elements

1. Other than CESCO, do other platforms or systems need to be included?

   PRITS is continuously developing and expanding its portfolio of digital initiatives, and CESCO Digital is just one example of the type of platform that Proponents should take into account. PRITS is committed to embracing innovative technologies and digital solutions to enhance the delivery of government services. As such, Proponents should be aware of PRITS's ongoing efforts to modernize and transform various aspects of government operations through digital platforms and applications. While CESCO Digital serves as a reference point, Proponents are encouraged to present solutions that align with PRITS's vision and objectives. The goal is to foster seamless integration, efficiency, and convenience for government agencies, ultimately driving the digital transformation of public services in Puerto Rico.

2. Is there any tool implemented for Software Asset Management? If yes, which would it be?

   Yes, PRITS currently uses ManageEngine ServiceDesk Plus, which has software asset management capabilities.

3. Which cloud providers are PRITS and agencies contracting?

   PRITS has contracts with Microsoft, AWS, and Oracle as cloud service providers.

4. How many Azure subscriptions do PRITS and agencies have?

   PRITS has a comprehensive master contract with Microsoft Azure for government cloud services.

5. How many physical locations do PRITS and agencies manage?

Puerto Rico
Innovation & Technology Service

PRITS & government agencies currently have multiple locations which rely on PRITS for Level 2 IT Service Management.

6. What should include level 2 support for such applications? Please specify and narrow the requirement: "Configuration of modules within the application or changes at the development level."

Level 2 support services encompass a range of tasks aligned with ITIL best practices, aiming to deliver an elevated level of technical support and expertise. These tasks include but are not limited to:

Incident Management: Resolving escalated incidents that couldn't be resolved at Tier 1 support, conducting thorough troubleshooting and root cause analysis, and providing timely updates to customers regarding incident status.

Problem Management: Investigating recurring incidents to identify underlying problems, collaborating with Tier 3 teams to find permanent solutions, and implementing workarounds and known error fixes to minimize impact.

Service Request Management: Handling service requests that require advanced technical expertise, assisting customers with fulfilling their service-related requirements, and following defined processes for efficient service request fulfillment.

Change Management: Reviewing change requests, assessing their impact on services and infrastructure, participating in change advisory board meetings, implementing approved changes, and ensuring proper documentation and communication.

Knowledge Management: Contributing to the knowledge base by documenting known issues, sharing knowledge with other teams, and continuously updating and improving the knowledge base for faster problem resolution and enhanced service delivery.

Configuration Management: Maintaining accurate and up-to-date configuration management databases or systems, assisting with the identification and management of configuration items and their relationships, and supporting configuration audits.

Service Level Management: Monitoring and reporting on service level agreements and targets, analyzing service performance data, and collaborating with stakeholders to review and renegotiate SLAs when necessary.

Continual Service Improvement: Contributing to service improvement initiatives, participating in reviews and feedback sessions, and monitoring the effectiveness of implemented improvements.

Puerto Rico
Innovation & Technology Service
PR ITS

7. In case of application failure, is there support from the developer? What is the life cycle of the applications? How often does the developer update them? Do PRITS and agencies have detailed documentation of the applications and services to be supported?

In case of application failure, support from developers will be made available depending on the contract and Service Level Agreements (SLAs). However, PRITS actively seeks to ensure implementation, compliance, and enforcement of SLAs during the purchase and contract negotiation process. As needed, PRITS will provide the selected proponent with relevant information and documentation regarding the applications and services of interest.

8. What are the current ITSM (ticketing system) and other IT tools currently being used? (RMM, call center, etc.)

Currently, PRITS utilizes Service Desk Plus as its ticketing system. The aim is to leverage Service Desk Plus to establish robust ITSM processes and workflows across the agency. By utilizing this platform, PRITS seeks to streamline and enhance its IT service operations, including incident management, problem resolution, change management, and service request fulfillment.

9. Will we use your tools, or do we need to provide them? In the first case, can you provide a list of your tools?

The chosen proponent will be able to leverage the tools and resources provided by PRITS.

   a. Where are the tools located? Are local data centers and the cloud need to be provided by proponents?

   The Proponents will not provide data centers or cloud infrastructure and services. The physical location of the data centers will not be disclosed as it falls outside the scope of the SCON.

   b. Will PRITS provide cybersecurity for the infrastructure?

   PRITS will be responsible for cybersecurity infrastructure.

   c. Will PRITS provide physical space for support agents?

   PRITS will provide limited physical workspace, as most of the work, excluding meetings and specific development processes, is currently recommended to be conducted remotely.

   d. What NMS is being used to monitor your network? If multiple, please list them.

   Information will be made available to the selected proponent.

10. How are tickets being cut - via phone, email, or alert based?

The service desk serves as the primary channel for addressing most tickets; however, in some instances, PRITS also accepts and responds to critical incidents initiated through alternative means.

11. Do you have an up-to-date CMDB, and if so, how are you pulling that data in?

Currently, PRITS does not have a Configuration Management Database (CMDB). Therefore, the proponent is requested to propose solutions integrating change enablement processes using a CMDB. The proposed solution should ensure seamless integration with existing systems and support the implementation of robust change management practices, ultimately enhancing PRITS's ability to manage and control changes within its environment.

12. Do you have a knowledge base or alarm-to-action guide in place, and if so, what format is it currently in?

PRITS currently has a limited alarm-to-action guide, and Knowledge Base, therefore, the agency encourages proposals that provide solutions to standardize and streamline processes, ensuring consistent implementation across services. The proposed solutions should encompass the development and implementation of a knowledge base that facilitates robust guidelines, procedures, and best practices that align with industry standards, good documentation practices and regulatory requirements.

13. Does a service catalog exist? If so, which software tool? If not, what software tool is expected to use?

PRITS has a service catalog managed through Service Desk Plus.

14. Does the service catalog include incident categories, incident prioritization, and their impact?

Yes, the service catalog includes incident categories, incident prioritization, and their impact. The catalog has defined categories for different types of incidents, allowing for easy classification and management. Additionally, incidents are managed based on the urgency and impact on agencies' operations, ensuring that resources are allocated appropriately to address the most critical issues first.

15. Does PRITS have a change management committee or approvers for changes?

Currently, PRITS does not have a change management committee in place, but it does have designated personnel responsible for change approvals.

16. Regarding the task PRITS' service management strategy using Manage Engine's Service Desk platform:

   a. Is the platform already installed/implemented?

Yes.

b. Will the selected proponent use the PRITS Manage Engine platform and licenses?

    Yes.

c. Which version of Manage Engine?

    Service Desk Plus version 14.2.

d. Will PRITS and agencies give successful bidder access to the tools and the IT environment?

    Based on the services to be provided and PRITS's specific needs, the selected proponent will be granted controlled access to the IT tools and environment. This access will be carefully regulated, monitored, audited and tailored to ensure that the proponent has the necessary resources and capabilities to fulfill their obligations effectively while maintaining the integrity, security, and confidentiality of PRITS's systems and data.

E. Service Level Agreements (SLAs)

1. Are there any specific underpinning strict SLAs that need to be understood? Escalation procedures to consider?

    a. To define the SLA, could you provide internal customer levels prioritization (if any)?

        For further details, see PRITS OA-2023-001.

    b. Are you open to using automated callouts for escalations, and is an auto callout service being used currently?

        PRITS is open to leveraging automated callouts for escalations if they are compatible with the agency's current platform. Any potential automation measures will be thoroughly considered and evaluated. It is highly recommended to explore integration with communication tools widely used across the government to ensure seamless connectivity, efficient information exchange, enhanced responsiveness, streamlined processes, and facilitated effective stakeholder collaboration.

F. Others

1. Please explain what you mean by specific, measurable, achievable, realistic, and timely-bound goals and objectives. Can you provide an example?

   Specific, measurable, achievable, realistic, and timely-bound (SMART) goals and objectives are a framework used to set clear and actionable targets aligned with the project's desired outcomes. For more SMART objectives information and examples, refer to the numerous online resources available.

2. Can PRITS provide an estimate of the budget for this project?

   No, proponents will have to provide cost estimate based on the scope of services outlined in the SCON.

3. When does PRITS expect to finalize the selection and announce the award?

   For more details, please refer to the SCON document and the amended timeframe published on PRITS website.

4. What is PRITS' desired project start date and desired go-live date?

   The desired start date for this project is mid-July. The go-live date of this project is expected to be August.

5. How is PRITS to compare criteria for each proposal? Will a proponent be disqualified if some services are omitted, or a new strategy or approach is proposed?

   PRITS will utilize a point-based system to assess and score the submissions in the proposal evaluation process. However, the selection committee will also consider alternative approaches and strategies that may differ from the criteria outlined in the SCON, as long as they are deemed viable and acceptable. These alternatives will be evaluated based on their individual merits and assigned value, acknowledging the potential benefits they bring to PRITS. The committee will carefully consider and assess any proposed substitutions that align with the SCON's objectives and demonstrate their potential to meet the required outcomes effectively.

6. Regarding the section about general conditions, specifically 5.1 Expenses: "The quoted prices must include the transportation/travel expenses required until the final delivery of the services at the location designated by the requesting agency. The cost should cover the entire Island, including the municipalities of Vieques and Culebra".
   a. Please provide more information to estimate these expenses accurately.
   b. Are you referring to level 2 support and/or a decentralized level 1 support?

PRITS is not obligated to reimburse any expenses incurred by the proponent in relation to the services, including but not limited to accommodations, meals, dinners, travel, mileage, incidental or extraordinary expenses, whether incurred within or outside of Puerto Rico.

7. Is there a set of goals, objectives, and metrics that define in greater details the expected PRITS scope and timeline of events for this project?

   Yes, the provided bullet points outline a set of goals, objectives, and metrics that define the expected scope and timeline for the project. These goals and objectives include:

   1. *Implement ITIL 4 Foundation best practices and Level 2 support services to enhance IT service delivery, incident resolution, problem management, service request fulfillment, change management, knowledge management, configuration management, service level management, and continual service improvement for PRITS and other government agencies.*

   2. *Establish a dedicated Level 2 support team with certified ITIL 4 Foundation practitioners and technical experts, providing necessary training, resources, and ensuring adequate budget and infrastructure.*

   3. *Complete the implementation of ITIL 4 Foundation best practices and Level 2 support services, including training programs, system configurations, workflow establishment, process improvements, and effective transition to the new support framework.*

G. Out of Scope Questions

Based on the requirements and scope of services stated in the SCON PRITS-2023-002 "For Management Services for the Implementation of an Information Technology Infrastructure Library (ITIL)," the following questions address confidential information or fall outside the scope of the services requested in this stage; consequently, no responses will be provided to these particular inquiries.

1. For the assets tracked in the CMDB, please provide a number of:
   a. Hardware
   b. Software
   c. Services

2. Can PRITS provide a list of the applications that integrate with CESCO and what technology they are built on?

3. How many domains do PRITS and agencies manage? Are there any PCs outside the AD domains? If so, how many? (Estimation) Are there any PCs that are not LAN connected? If so, how many? (Estimation)

4. How many physical clients do PRITS and agencies have, including desktops and laptops?

5. How many virtual machines do PRITS and agencies have? Which technology is used for Virtual Desktops? Are they Stateful (persistent or Stateless (non-persistent)?

6. How many servers do PRITS and agencies manage?

7. How many distinguish networks?

8. Which technology vendors do PRITS and agencies have a contract with? (Ex. Microsoft, IBM, Vmware)

9. Can PRITS and agencies expand in greater detail to what they refer to with the management of CESCO digital and its dependencies? Can PRITS and agencies offer information on the dependencies?

10. What are the network elements currently being monitored broken down by device type? (routers, switches, apps, etc.)

11. What is the average incident volume for your network, broken down by ticket type (service alert, service request, maintenance, etc.)

12. Could you provide an IT service structure?

13. Please list:
    a. Applications, IT users, IT Servers, PCs, telephone, etc.
    b. IT services outsourced, if any.

14. Could you provide a high-level architecture/diagram of the agency?

15. Which modules and processes are enabled in the Service Desk platform?

Puerto Rico
Innovation & Technology Service