



### **ADDENDUM N. 3**

#### **“Information Technology Outsourcing Services” TSC RFP 19-03**

The following changes are hereby incorporated into the Request for Proposal “Information Technology Outsourcing Services” All proposal’s statements submitted for consideration shall be bound by the information contained in this addendum.

#### **\*Item Section and Description**

##### **Item #1. Question and Answer Session**

Question 1: Who is the incumbent(s)?

Answer: Dynamic Campus

Question 2: How many employees are on the IT staff at this time?

Answer: There is only one full TSC Information Technology (IT) employee (VP of Information Technology)

Question 3: How many contractors are on the IT staff at this time?

Answer: Fourteen (14) on site and multiple shared/leveraged services.

Question 4: What is the 2019 / 2020 budget for IT staffing under this RFP?

Answer: Undetermined.

Question 5: What was the amount budgeted for "Information Technology Outsourcing Services" in 2018? 2017? 2016?

Answer: Undisclosed.

Question 6: What is the current ERP system and version in use? PeopleSoft?

Answer: Ellucian Colleague.

Question 7: TSC states: Section C. Qualifications of IT Managed Services Personnel must be properly trained before being assigned to Texas Southmost College in a role identified in the staffing plan. IT training must be an on-going process to include the following: Updating Essential Skills for Specific Roles, Renewing Qualifications and Accreditation for Technical Roles, Maintaining Knowledge and Skill Related to Higher Education Requirements, Staff that possess a VCP 4 (VMware Certified Provider certification) or higher, Staff that possess an MCITP (Microsoft Certified IT Professionals)

Question 8: Is it the expectation of TSC that the staffing firm hold the above requirements? It is uncommon that an IT staffing firm possess a VCP4 or MCITP certifications.

Answer: It is negotiable but preferred that the respondent have at least one person with these qualifications even if on the back end or shared resources.

Question 9: TSC states in Pricing Form that staffing firm provide pricing in per month increments. It is standard procedure to provide fee structure per hour - not per month. Can we provide per hour structure instead of per month?

Answer: At the discretion of the respondent but total proposal cost is expected.

Question 10: TSC states in Pricing Form that staffing firm provide fee structure according to "area". However, this break down does not differentiate skill levels. With such a structure, this does not allow for variables in areas of expertise nor level. An example would be "ERP and Enterprise Applications Services/Support". This does not tell us if TSC is seeking an expert or entry level, nor if the ERP Support for programming or business analysis. The fluctuation in pricing is dramatic. It is the suggestion of Pedigo that TSC consider using State of Texas Department of Information Resources (DIR) ITSAC pricing structure instead. I have attached DIR ITSAC pricing for your review.

Answer: TSC is aware of the DIR ITSAC pricing structure and your suggestion is noted. Using ERP as the example per your question, TSC is requesting that the IT Outsourcing company utilize their knowledge and expertise of supporting ERP to provide their recommended staffing level/skillset for the most efficient and effective ERP support for TSC.

Question 11: Can you provide job descriptions for possible positions? This will provide better pricing.

Answer: Under consideration.

Question 12: Will all positions be on contract exclusively? Or will there be a possibility of temporary contracting to permanent staffing?

Answer: All on premise positions should be on contract exclusively but it is understood that a respondent may have leveraged or shared resources supporting the institution. As stated in the RFP:

"The College reserves the right to modify the proposed solution during the term of the contract if TSC decides to revert some roles back to In-House IT or multi-vendor support (e.g., TSC maintains a small IT contingency onsite while the IT Managed Services provider(s) supports the majority of services). Such a solution will be considered a 'hybrid' solution with some services In-Sourced and others Out-Sourced." If some roles are reverted back to In-House IT as noted in RFP, then TSC would consider "the possibility of temporary contracting to permanent staffing" for qualified personnel.

Question 13: Are IT staff employed by the current service provider eligible to be hired by the winning provider?

Answer: This has not been determined.

Question 14: As noted in item 4 (The extent to which the goods or services meet the college's needs) on page 4 – "Identify and describe the company's team past experience for providing services to higher education institutions, school districts, and/or public entities that are most related to this project within the last ten (ten) years." Can it be assumed that you mean schools (specifically community colleges) served where the majority of IT was outsourced over an extended timeframe? Do you want **every** school we have provided this service for over the last 10 years, because that would be over 100 institutions?

Answer: It is not required to list EVERY school the respondents have provided services to over the last 10 years but a sampling of those that are most related to this project (considering the size of the institution and scope of the request etc.) should be provided. Other Community College experience should be provided.

Question 15: What are the top priorities for each of the four service areas? Also respond to the fifth area being added (Security).

Answer:

#### Leadership

- Development of an IT strategic plan in line with the College's strategic plan
- Development of strategic roadmaps and communication plans for the top priorities

#### Network Infrastructure

- Development of a plan to increase data storage; replace existing Storage Area Network
- Develop data management strategy

#### Applications

- Increase/enhance use of the Colleague ERP system
- Acquire/implement Coursework Early Alert System
- Implement mobile applications
- Acquire/implement CRM
- Enhance integration between Colleague ERP system and Canvas LMS system

#### User Services

- Inventory management
- New audio-visual equipment in labs and classrooms

## Cyber Security

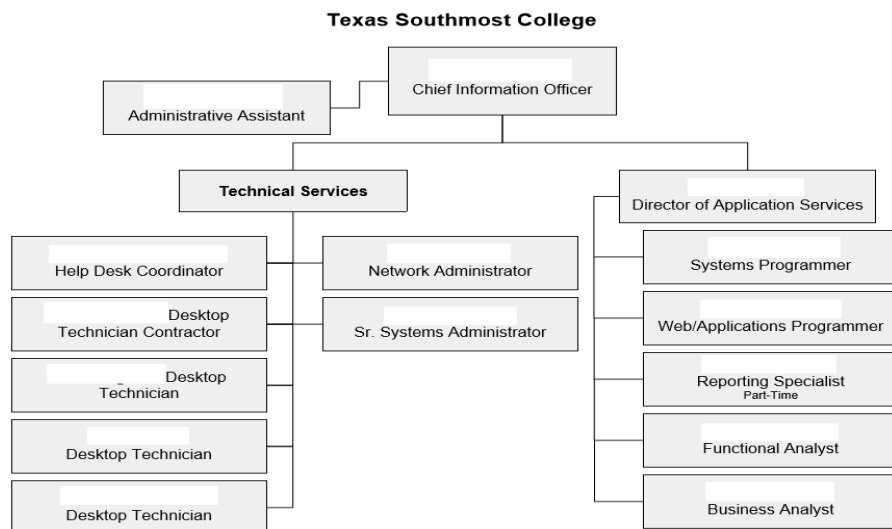
- Develop a mature security program as required by Texas Administration Code
- Conduct security assessments and create reports

Question 16: Is there an existing Technology Strategic or Tactical Plan? Please provide access or indicate the scope and priorities included in the plans.

Answer: The Strategic Plan and Tactical Plan are works in progress and unavailable for publication.

Question 17: How many IT staff members, and which are internal and external?

Answer: There are 15 on-site external IT members and 1 on-site internal member (16 Total). There are additional 'leveraged/shared' resources available off-site but the number is indeterminate. See organizational chart below:



Question 18: What are the title and responsibilities of the IT staff?

Answer:

### Internal

- Vice President of Information Technology

### External

- Chief Information Officer
- Administrative Assistant
- Director of Technical Services
- Director of Application Services
- Help Desk Coordinator
- Desktop Technician

- Desktop Technican
- Desktop Technican
- Network Administrator
- Sr. Systems Administrator
- Systems Programmer
- Web/Applications Programmer
- Reporting Specialist
- Functional Analyst
- Buiness Analyst

Question 19: With a focus on leadership, which additional leadership positions do you feel are needed at Texas Southmost?

Answer: Information Security Officer

Question 20: What are the current service levels? Are they being met?

Answer: Unavailable

Question 21: Can we get an IT organization chart with names redacted?

Answer: See attached

Question 22: What are the current management reports – do they meet leadership’s needs?

Answer: The Chief Information Officer turns in a weekly status report to the VP of Information Technology. The report needs to be more visual and reference against Strategic and Annual Work Plans (Tactical). So no, they do not.

Question 23: Have there been any state or federal audits in the last 3 years? Are the reports available?

Answer: No audits.

Question 24: Is IT currently meeting accessibility requirements?

Answer: Some but there is work to be done in labs, classrooms and the website.

Question 25: Will the current IT staff be available to transition to the new vendor?

Answer: This has not been determined.

Question 26: In Scope of services there is a mention of additional services. Will it be treated as separate project and we will be paid separately or included in the same RFP?

Answer: The additional services will be included in the same RFP.

Question 27: In section 7->2>A->I. IT Policies/Procedure: Are IT Policies/Procedure in place or we need to propose complete ISMS framework? IT Disaster recovery planning: Is Disaster recovery procedure is in place?

Answer: There are some Policies and Procedures in place but respondents are welcome to propose whatever solutions (frameworks) they deem appropriate as part of their response.

Question 28: Section 7->2>A->II, talks about Wireless network management. But there is no inventory description in section 7->2->C->Network. Can you please describe complete Wireless network setup?

Answer: Cisco and Dell wireless equipment.

Question 29: Section 7->2>A->II, there is no information regarding data cabling. Is there any external vendor who is supporting us for data cable or we need to consider that in our response?

Answer: The institution uses external data cabling vendors.

Question 30: Section 7->2>A->II, talks about End user training. Can you please let us know which training we need to provide?

Answer: The RFP is referencing end user training to accompany the implementation of new applications, processes and procedures associated with areas supported by the provider. For example, if the provider implements a new help desk application the provider may need to provide training on the use of and management of that application. If the provider implements a new remote management system, the provider may need to provide training on the use of the system (how to remote in to the desktop etc.)

Question 31: We need logical and physical network topology diagrams for better understanding of connected network. Can you please provide the same?

Answer: Not available at this time.

Question 32: Section 7->2>A->II, talks about Telecommunications administration. However, 7->2->C, Voice describes that we have VOIP hosted in the cloud via Telespace. We need more clarity on this setup.

Answer: The institution has both hosted VOIP and local analog lines.

Question 33: Section 7->2->C, Datacentre. Can you please explain whether Power, UPS, and all other Non IT activities will be managed by IT service provider or any external vendor?

Answer: Power, UPS and the like are generally provided by external vendors. IT manages battery replacement of the UPS and monitors alerts.

Question 34: What are the primary objectives of the college is seeking to accomplish by outsourcing?

Answer: Increase efficiencies, install best business practices, adhere to state requirements, create documentation and reduce costs.

Question 35: What is the current IT support model/staff being used?

Answer: A third party provider with roughly 14 on premise support personnel and various leveraged or shared off-premise resources provide IT support.

Question 36: Can you please give details about the level of computer maintenance and support conducted for the last 6 months?

Answer: The institution recently purchased 700+ new Dell computers for administrative staff, faculty and classrooms/labs.

Question 37: Will we be getting volumetric details about the tickets pertaining to Applications & Infrastructure?

Answer: Not available at this time.

Question 38: Can you provide the version numbers for all the ERP and non Infra Apps?

Answer: Not available at this time.

Question 39: Are there any federal regulations that must be adhered to while providing the services?

Answer: Respondents are expected to adhere to federal regulations as they apply to institutions of higher education.

Question 40: Is database production support included as part of the scope?

Answer: Yes.

Question 41: Can we get the complete inventory of end user computing devices?

Answer: Not available at this time. However, the College recently invested in new Dell computers (desktops, laptops and all-in-ones) for the administrative staff, faculty and classrooms/labs.