AMENDMENT NO. 2

WHEREAS, Suffolk County Community College ("College") and **TeamDynamix Solutions, LLC ("Contractor")** entered into an Agreement on May 23, 2018 wherein Contractor agreed to provide an IT Service Management (ITSM) software application with cloud-based Application Service Provider (ASP) hosting, training and support **("Services")**, and

WHEREAS, on October 30, 2020, the parties executed Amendment No. 1 to the Agreement, which amended certain provisions thereof; and

WHEREAS, the parties wish to exercise the option to extend the term of the Agreement for an additional five (5) years and to amend certain provisions thereof.

NOW, THEREFORE, it is mutually understood and agreed by and between the parties hereto as follows:

1) The term of the Agreement shall be extended for the renewal term commencing **June 1, 2023 through May 31, 2028**.

2) The Agreement at Exhibit E, Attachment 2, shall be amended to reflect the College's purchase of ninety (90) licenses for the renewal term at the costs specified below.

Item	Contract Value Year 1 6/1/23 - 5/31/24	Contract Value Year 2 6/1/24 - 5/31/25	Contract Value Year 3 6/1/25 - 5/31/26	Contract Value Year 4 6/1/26 - 5/31/27	Contract Value Year 5 6/1/27 - 5/31/28
Universal Licenses Count	90	90	90	90	90
Annual Cost/License	$400.00	$412.00	$424.36	$437.09	$450.20
Universal Licenses Annual Cost	$36,000.00	$37,080.00	$38,192.40	$39,338.17	$40,518.32
Managed Services 20 Hours per Month	$24,000.00	$24,000.00	$24,000.00	$24,000.00	$24,000.00
Total Contract Value	$60,000.00	$61,080.00	$62,192.40	$63,338.17	$64,518.32

3) All other terms and conditions of the original Agreement and Amendment No. 1 thereto, not inconsistent herewith, shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have executed this Amendment as of the latest date written below.

TeamDynamix Solutions, LLC
FID #: 31-1804205

DocuSigned by:
By: Ken Benevenuto
95EE6656FE894E1...
Ken Benevenuto
Chief Executive Officer

Date: 11/2/2022

Suffolk County Community College

By: ______
Edward T. Bonahue, Ph.D.
President

Date: 11/4/22

Approved as to Legality:
Suffolk County Community College

By: Alicia S. O'Connor
Alicia S. O'Connor
College Deputy General Counsel

Date: 11/3/2022

Approved:
Suffolk County Community College

By: ______
Mark D. Harris, DBA
Vice President for Business and Financial Affairs

Date: 11.03.2022

AMENDMENT NO. 1

WHEREAS, **Suffolk County Community College ("College")** and **TeamDynamix Solutions, LLC ("Contractor")** entered into an Agreement on May 23, 2018 wherein Contractor agreed to provide an IT Service Management (ITSM) software application with cloud-based Application Service Provider (ASP) hosting, training and support ("Services"), and

WHEREAS, the College wishes to increase the number of licenses authorized for use by College employees to better serve the College's needs, and

WHEREAS, such revisions and the applicable add-on license fees must be reflected in an amendment executed by both parties.

NOW, THEREFORE, it is mutually understood and agreed by and between the parties hereto as follows:

1) The Agreement at Exhibit E, Attachment 2, paragraph V(i)(3), shall be revised to reflect the College's purchase of additional licenses for the applicable add-on license fees indicated on page 55 of the Agreement, as follows:

<u>**Year 3: June 1, 2020 – May 31, 2021**</u>

License Type	Number of Licenses	Cost Per License	Total
Enterpriser User	16	$699.13	$11,186.00
Technician User	51	$439.21	$22,400.00
		Grand Total	$33,586.00

<u>**Year 3: Effective as of October 1, 2020 – May 31, 2021 (Prorated for Eight Months**</u>

License Type	Number of Licenses	Cost Per License	Total
Add on Enterprise User	9	$699.13	$4,171.85
Add on Technician User	9	$439.21	$2,620.63
		Grand Total	$6,792.48

<u>**Year 4: June 1, 2021 – May 31, 2022**</u>

License Type	Number of Licenses	Cost Per License	Total
Enterpriser User	16	$720.11	$11,522.00
Add on Enterprise User	9	$720.11	$ 6,480.99
Technician User	51	$452.39	$23,072.00

Add on Technician User	9	$452.39	$ 4,071.51
		Grand Total	$45,146.50

Year 5: June 1, 2022 – May 31, 2023

License Type	Number of Licenses	Cost Per License	Total
Enterpriser User	16	$741.71	$11,867.00
Add on Enterprise User	9	$741.71	$ 6,675.39
Technician User	51	$465.96	$23,764.00
Add on Technician User	9	$465.96	$ 4,193.64
		Grand Total	$46,500.03

2) All other terms and conditions of the original Agreement, not inconsistent herewith, shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have executed this Amendment as of the latest date written below.

TeamDynamix Solutions, LLC
FID # 31-1804205
Tel.: (614) 202-7357

DocuSigned by:
By: Ken Benevenuto
Ken Benevenuto
Chief Executive Officer

Date: 10/29/2020

Approved as to Legality:
Suffolk County Community College

By: Alicia S. O'Connor
Alicia S. O'Connor
College Deputy General Counsel

Date: 10/30/2020

Suffolk County Community College

By: Louis J. Petrizzo
Louis J. Petrizzo
Interim President

Date: 10/30/2020

Approved:
Suffolk County Community College

By:
Mark D. Harris, DBA
Vice President for Business and Financial Affairs

Date: 10.30.2020

TeamDynamix Solutions, LLC **Contract No.: 24-CC-003**
Project Name: IT Services Management System Software, Application Hosting and Consulting Services

AGREEMENT

This Agreement (Agreement) is between **Suffolk County Community College (College),** having its principal office at 533 College Road, Selden, New York 11784-2899, a community college established pursuant to New York State Education Law, under the sponsorship of the **County of Suffolk (County)**, a municipal corporation of the State of New York, and

TeamDynamix Solutions, LLC (Consultant), an Ohio corporation authorized to do business in the State of New York having a principal place of business at 2200 West 5th Avenue, Suite 200, Columbus, Ohio 43230.

The parties hereto desire for Consultant to provide to the College an IT Service Management (ITSM) software application with cloud-based Application Service Provider (ASP) hosting, training and support ("Services.")

Term of Agreement:	**June 1, 2018 through May 31, 2023,** with two (2) additional five-year (5 yr.) options to renew at the sole and absolute discretion of the College.
Total Cost of Agreement:	As set forth in Exhibit E, attached hereto.
Terms and Conditions:	Shall be as set forth in Exhibits A through G, attached hereto and made a part of this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the latest date written below.

TeamDynamix Solutions, LLC
Fed. Tax ID #
Tel.: (614) 202-7357

By:
Ken Benvenuto
Chief Executive Officer

Date: 5-22-18

Suffolk County Community College

By:
~~Dr. Shaun L. McKay~~ LOUIS J. PETRIZZO
~~President~~ GENERAL COUNSEL / EXECUTIVE VICE PRESIDENT

Date: 05/23/18

Approved as to Legality:
Suffolk County Community College

By: Alicia S. O'Connor
~~Louis J. Petrizzo~~ ALICIA S. O'CONNOR
asoc College DEPUTY General Counsel/~~Executive V.P.~~

Date: 5/23/18

Approved:
Suffolk County Community College

By:
Gail Vizzini
Vice President for Business and Financial Affairs

Date: MAY 23 2018

LIST OF EXHIBITS

EXHIBIT
A

EXHIBIT A
General Terms and Conditions

Whereas, the College issued a Request for Proposals (RFP), which was advertised on February 1, 2018; and

Whereas, the Consultant submitted a proposal in response to such RFP on February 16, 2018; and

Whereas, the College has selected the Consultant to provide the services as set forth herein;

Now, therefore, in consideration of the mutual promises and covenants hereafter set forth, the parties hereto agree as follows:

1. Consultant Responsibilities

a. Services

Consultant shall provide the Services described in Exhibit D, entitled "Description of Services."

b. Qualifications and Licenses

To the extent applicable, Consultant specifically represents and warrants that it has and shall possess, and that, to the extent applicable, its employees, agents and subcontractors have and shall possess, the required education, knowledge, experience and character necessary to qualify them individually for the particular duties they perform and that Consultant has and shall have, and, to the extent applicable, its employees, agents and subcontractors have and shall have, all required authorizations, certificates, certifications, registrations, licenses, permits or other approvals required by the State, County or other authorities for the Services provided.

2. Term and Termination

a. Term

This Agreement shall cover the period set forth on page one of this Agreement, unless sooner terminated as provided below. Upon receipt of a Termination Notice, as that term is defined below, Consultant shall promptly discontinue all Services affected, unless otherwise directed by the Termination Notice.

b. Termination for Cause

i. A failure to maintain the amount and types of insurance required by this Agreement may result in immediate termination of this Agreement, in the sole discretion of the College.

ii. Failure to comply with federal, state or local laws, rules, regulations, or College or County policies or directives may result in immediate termination of this Agreement, in the sole discretion of the College.

iii. If Consultant becomes bankrupt or insolvent or falsifies its records or reports, or misuses its funds from whatever source, the College may terminate this Agreement in whole or in part, effective immediately, or, at its option, effective at a later date specified in the notice of such termination to Consultant.

iv. In the event of a failure on the part of Consultant to observe any of the other terms and conditions of this Agreement, this Agreement may be terminated in whole or in part in writing by the College provided that no such termination shall be effective unless Consultant is given twenty (20) calendar days' (or longer, at the College's option) written notice of intent to terminate (Notice of Intent to Terminate), delivered in accordance with the Exhibit entitled "Notices and Contact Persons." During such twenty (20) day period, (or longer, at the College's option) Consultant will be gin opportunity for consultation with the College and an opportunity to cure all failures of its obligations prior to termination by the College. In the event that Consultant has not cured all its failures to fulfill its obligations to the satisfaction of the College by the end of the twenty (20) day period (or longer, at the College's option), the College may issue a written termination notice (Termination Notice), effective immediately.

c. **Termination for Emergencies**

An emergency or other condition involving possible loss of life, threat to health and safety, destruction of property or other condition deemed to be dangerous, in the sole discretion of the College, may result in immediate termination of this Agreement, in whole or in part.

e. **Payments upon Termination**

i. Upon receiving a Termination Notice, Consultant shall promptly discontinue all services affected unless otherwise directed by the Termination Notice.

ii. The College shall be released from any and all responsibilities and obligations arising from the services provided in accordance with this Agreement, effective as of the date of termination, but the College shall be responsible for payment of all claims for services provided and costs incurred by Consultant prior to termination of this Agreement, that are pursuant to, and after Consultant's compliance with, the terms and conditions of this Agreement.

iii. Upon termination, Consultant agrees to promptly reimburse to the College the balance of any funds advanced to Consultant by the College remaining after payment of all claims for services provided and costs incurred by Consultant prior to termination of this Agreement, that are pursuant to, and after Consultant's compliance with, the terms and conditions of this Agreement. Upon termination, any funds paid to Consultant by the College which were used by Consultant in a manner that failed to comply with the terms and conditions of this Agreement must be promptly reimbursed. If there is no response or if satisfactory repayments are not made, the College may recoup such payments from any amounts due or becoming due to Consultant from the College under this Agreement or otherwise. The provisions of this subparagraph shall survive the expiration or termination of the Agreement.

3. Indemnification

a. General

Consultant agrees that it shall protect, indemnify and hold harmless the College and/or County and their officers, officials, employees, contractors, agents and other persons from and against all liabilities, fines, penalties, actions, damages, claims, demands, judgments, losses, costs, expenses, suits or actions and reasonable attorneys' fees, arising out of the acts or omissions or the negligence of Consultant in connection with the services described or referred to in this Agreement.

b. Federal Copyright Act

Consultant hereby represents and warrants that it will not infringe upon any copyrighted work or material in accordance with the Federal Copyright Act during the performance of this Contract. Furthermore, Consultant agrees that it shall protect, indemnify and hold harmless the College and/or County and their officers, officials, employees, contractors, agents and other persons from and against all liabilities, fines, penalties, actions, damages, claims, demands, judgments, losses, costs, expenses, suits or actions and reasonable attorney's fees, arising out of the acts or omissions or the negligence of Consultant in connection with the services described or referred to in this Agreement.

4. Insurance

a. Consultant agrees to procure, pay the entire premium for and maintain throughout the term of this Agreement, insurance in amounts and types specified by the College and as may be mandated and increased from time to time. Consultant agrees to require that all of its subcontractors, in connection with work performed for Consultant related to this Agreement, procure, pay the entire premium for and maintain throughout the term of this Agreement insurance in amounts and types equal to that specified by the College for Consultant. Unless otherwise specified by the College and agreed to by Consultant, in writing, such insurance shall be as follows:

i. **Commercial General Liability** insurance, including contractual liability coverage, in an amount not less than Two Million Dollars ($2,000,000.00) per occurrence for bodily injury and Two Million Dollars ($2,000,000.00) per occurrence for property damage.

ii. **Automobile Liability** insurance (if any vehicles are used by Consultant in the performance of this Agreement) in an amount not less than Five Hundred Thousand Dollars ($500,000.00) per person, per accident, for bodily injury and not less than One Hundred Thousand Dollars ($100,000.00) for property damage per occurrence.

iii. **Worker's Compensation** and **Employer's Liability** insurance in compliance with all applicable New York State laws and regulations and **Disability Benefits** insurance, if required by law. Consultant shall furnish to the College, prior to its execution of this Agreement, the documentation required by the State of New York Workers' Compensation Board of coverage or exemption from coverage pursuant to §§57 and 220 of the Workers' Compensation Law. In accordance with General Municipal Law §108, this Agreement shall be void and of no effect unless Consultant shall provide and maintain coverage during the term of this Agreement for the benefit of such employees as are required to be covered by the provisions of the Workers' Compensation Law.

iv. **Professional Liability** insurance in an amount not less than Two Million Dollars ($2,000,000.00) on either a per occurrence or claims made coverage basis.

b. All policies providing such coverage shall be issued by insurance companies with an A.M. Best rating of A- or better.

c. Consultant shall furnish to the College Declaration Pages for each such policy of insurance and upon request, a true and certified original copy of each such policy, evidencing compliance with the aforesaid insurance requirements. **In the case of commercial general liability insurance, the College and the County of Suffolk shall be named as additional insureds and Consultant shall furnish a Declaration Page and endorsement page evidencing the College and the County's status as additional insureds on the policy. The Consultant must ensure that the certificate of insurance references the assigned Contract Number and Project Name.**

d. Any such Declaration Page, certificate of insurance, policy, endorsement page or other evidence of insurance supplied to the College shall provide for the College and the County of Suffolk to be notified in writing thirty (30) days prior to any cancellation, nonrenewal or material change in the policies. Such Declaration Page, certificate of insurance, policy, endorsement page, other evidence of insurance and any notice of nonrenewal or material change shall be mailed to the College and the County at the addresses set forth in this Agreement in the exhibit entitled "Notices and Contact Persons" or at such other address of which the College and/or the County shall have given Consultant notice in writing.

e. In the event Consultant shall fail to provide the Declaration Page, certificate of insurance, policy, endorsement page or other evidence of insurance, or fails to maintain any insurance required by this Agreement, the College and/or the County may, but shall not be required to, obtain such policies and deduct the cost thereof from payments due Consultant under this Agreement or any other agreement between the College and/or the County and Consultant.

5. Independent Contractor

It is expressly agreed that Consultant's status hereunder is that of an independent contractor. Neither Consultant, nor any person hired by Consultant shall be considered employees of the College and/or the County for any purpose.

6. Severability

It is expressly agreed that if any term or provision of this Agreement, or the application thereof to any person or circumstance, shall be held invalid or unenforceable to any extent, the remainder of this Agreement, or the application of such term or provision to persons or circumstances other than those as to which it is held invalid or unenforceable, shall not be affected thereby, and every other term and provision of this Agreement shall be valid and shall be enforced to the fullest extent permitted by law.

7. Merger; No Oral Changes

It is expressly agreed that this Agreement represents the entire agreement of the parties and that all previous understandings are merged in this Agreement. No modification of this Agreement shall be valid unless written in the form of an Amendment and executed by both parties.

8. Intentionally Omitted

9. Non-Discrimination in Services

During the performance of this Agreement:

a. Consultant shall not, on the grounds of race, creed, color, national origin, sex, age, disability, sexual orientation, military status or marital status:

i. deny any individual any services or other benefits provided pursuant to this Agreement; or

ii. provide any services or other benefits to an individual that are different, or are provided in a different manner, from those provided to others pursuant to this Agreement; or

iii. subject an individual to segregation or separate treatment in any matter related to the individual's receipt of any service(s) or other benefits provided pursuant to this Agreement; or

iv. restrict an individual in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any services or other benefits provided pursuant to this Agreement; or

v. treat an individual differently from others in determining whether or not the individual satisfies any eligibility or other requirements or condition which individuals must meet in order to receive any aid, care, service(s) or other benefits provided pursuant to this Agreement.

b. Consultant shall not utilize criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, creed, color, national origin, sex, age, disability, sexual orientation, military status or marital status, or have the effect of defeating or substantially impairing accomplishment of the objectives of this Agreement in respect to individuals of a particular race, creed, color, national origin, sex, age, disability, sexual orientation, military status or marital status, in determining:

i. the types of service(s) or other benefits to be provided, or

ii. the class of individuals to whom, or the situations in which, such service(s) or other benefits will be provided; or

iii. the class of individuals to be afforded an opportunity to receive services.

10. College's Non-Discrimination Notice

Suffolk County Community College does not discriminate on the basis of race, color, religion, creed, sex, age, marital status, gender identity or expression, sexual orientation, familial status, pregnancy, predisposing genetic characteristics, equal pay compensation-sex, national origin, military or veteran status, domestic violence victim status, criminal conviction or disability in its admissions, programs and activities, or employment. This applies to all employees, students, applicants or other members of the College community (including, but not limited to, vendors and visitors). Grievance procedures are available to interested persons by contacting either of the Civil Rights Compliance Officers/Coordinators listed below and are located at www.sunysuffolk.edu/nondiscrimination. Retaliation against a person who files a complaint, serves as a witness, or assists or participates in the investigation of a complaint in any manner is strictly prohibited.

The following persons have been designated to handle inquiries regarding the College's non-discrimination polices:

Civil Rights Compliance Officers

Christina Vargas
Chief Diversity Officer/Title IX Coordinator
Ammerman Campus, NFL Bldg., Suite 230
533 College Road, Selden, New York 11784
vargasc@sunysuffolk.edu
(631) 451-4950

or

Dionne Walker-Belgrave
Affirmative Action Officer/Deputy Title IX Coordinator
Ammerman Campus, NFL Bldg., Suite 230
533 College Road, Selden, New York 11784
walkerd@sunysuffolk.edu
(631) 451-4051

11. Nonsectarian Declaration

Consultant agrees that all services performed under this Agreement are secular in nature, that no funds received pursuant to this Agreement will be used for sectarian purposes or to further the advancement of any religion, and that no services performed under this program will discriminate on the basis of religious belief.

12. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the State of New York, without regard to conflict of laws. The parties agree that all actions and proceedings arising out of or relating directly or indirectly to this Agreement shall be litigated solely and exclusively in the state or federal courts located in the County of Suffolk, New York.

13. No Implied Waiver

No waiver shall be inferred from any failure or forbearance of the College to enforce any provision of this Agreement in any particular instance or instances, but the same shall otherwise remain in full force and effect notwithstanding any such failure or forbearance.

14. Conflicts of Interest

a. Consultant agrees that it will not during the term of this Agreement engage in any activity that is contrary to and/or in conflict with the goals and purposes of the College and/or the County.

b. Consultant is charged with the duty to disclose to the College and/or the County the existence of any such adverse interests, whether existing or potential. This duty shall continue so long as Consultant is retained on behalf of the College. The determination as to whether or when a conflict exists or may potentially exist shall ultimately be made by the College General Counsel and the County Attorney after full disclosure is obtained.

15. Cooperation on Claims

Each of the parties hereto agrees to render diligently to the other party, without additional compensation, any and all cooperation, that may be required to defend the other party, its employees and designated representatives against any claim, demand or action that may be brought against the other party, its employees or designated representatives in connection with this Agreement.

16. Confidentiality

Any records, reports or other documents of the College and/or the County used by Consultant pursuant to this Agreement or any documents created as a part of this Agreement shall remain the property of the College and/or the County and shall be kept confidential in accordance with applicable laws, rules and regulations.

17. Assignment and Subcontracting

a. Consultant shall not assign, transfer, convey, sublet, or otherwise dispose of this Agreement, or any of its right, title or interest therein, or its power to execute the Agreement, or assign all or any portion of the monies that may be due or become due hereunder, to any other person or corporation, without the prior consent in writing of the College, and any attempt to do any of the foregoing without such consent shall be of no effect.

b. Consultant shall not enter into subcontracts for any of the work contemplated under this Agreement without obtaining prior written approval of the College. Such subcontracts shall be subject to all of the provisions of this Agreement and to such other conditions and provisions as the College may deem necessary, provided, however, that notwithstanding the foregoing, unless otherwise provided in this Agreement, such prior written approval shall not be required for the purchase of articles, supplies, equipment and services which are incidental to, but necessary for, the performance of the work required under this Agreement. No approval by the College of any subcontract shall provide for the incurrence of any obligation by the College in addition to the total agreed upon price. Consultant shall be responsible for the performance of any subcontractor for the delivery of service.

18. No Intended Third-Party Beneficiaries

This Agreement is entered into solely for the benefit of College, County and Consultant. No third party shall be deemed a beneficiary of this Agreement, and no third party shall have the right to make any claim or assert any right under this Agreement.

19. Certification as to Relationships

The parties to this Agreement hereby certify that, other than the funds provided in this Agreement and other valid Agreements with the College and/or the County, there is no known relationship within the third degree of consanguinity, life partner, or business, commercial, economic, or financial relationship between the parties, the signatories to this Agreement, and any partners, members, directors, or shareholders of five percent (5%) (or more) of any party to this Agreement.

20. Publications and Publicity

Consultant shall not issue or publish any book, article, report or other publication related to the Services provided pursuant to this Agreement without first obtaining written prior approval from the College. Any such printed matter or other publication shall contain the following statement in clear and legible print:

"This publication is fully or partially funded by Suffolk County Community College and the County of Suffolk."

The College shall have the right of prior approval of press releases and any other information provided to the media, in any form, concerning the Services provided pursuant to this Agreement.

21. Extension of Use (Piggybacking Authorization)

This Contract may be extended to additional States or Government Jurisdictions upon mutual written agreement between the College and the Consultant. Political Subdivisions and other authorized entities within each participating State or Government Jurisdictions may also participate in this Contract if authorized by applicable law. The College reserves the right to negotiate additional discounts based on any increased volume generated by such extensions. Consultant agrees to honor all orders from State Agencies, Political Subdivisions and others authorized by law to participate in this Contract which are in compliance with the pricing, terms, and conditions contained herein. Any unilateral limitations or restrictions imposed by the Consultant and/or Manufacturer on eligible Authorized Users will be grounds for cancellation of the Contract. If a Contract, or any portion thereof, is cancelled for this reason, any additional costs incurred by the eligible purchaser will be borne by the Consultant.

End of Text for Exhibit A

EXHIBIT

B

EXHIBIT B
Suffolk County Legislative Requirements

1. **Contractor's/Vendor's Public Disclosure Statement**

Consultant represents and warrants that it has filed with the Comptroller of Suffolk County the verified public disclosure statement required by Suffolk County Administrative Code Article V, Section A5-7 and shall file an update of such statement with the Comptroller on or before the 31st day of January in each year of this Agreement's duration. Consultant acknowledges that such filing is a material, contractual and statutory duty and that the failure to file such statement shall constitute a material breach of this Agreement, for which the College shall be entitled, upon a determination that such breach has occurred, to damages, in addition to all other legal remedies, of fifteen percent (15%) of the amount of the Agreement.

Required Form: Suffolk County Form SCEX 22; entitled "Contractor's/Vendor's Public Disclosure Statement"

2. **Living Wage Law**

This Agreement is subject to the Living Wage Law of the County of Suffolk. The law requires that, unless specific exemptions apply, all employers (as defined) under service contracts and recipients of County financial assistance (as defined) shall provide payment of a minimum wage to employees as set forth in the Living Wage Law. Such rate shall be adjusted annually pursuant to the terms of the Suffolk County Living Wage Law of the County of Suffolk. Under the provisions of the Living Wage Law, the County shall have the authority, under appropriate circumstances, to terminate this Agreement and to seek other remedies as set forth therein, for violations of this Law.

Consultant represents and warrants that it has read and shall comply with the requirements of Suffolk County Code Chapter 347, Suffolk County Local Law No. 12-2001, the Living Wage Law.

Required Forms: Suffolk County Living Wage Form LW-1; entitled "Suffolk County Department of Labor – Living Wage Unit Notice of Application for County Compensation (Contract)"

Suffolk County Living Wage Form LW-38; entitled "Suffolk County Department of Labor – Living Wage Unit Living Wage Certification/Declaration – Subject To Audit"

3. **Use of County Resources to Interfere with Collective Bargaining Activities Local Law No. 26-2003**

Consultant represents and warrants that it has read and is familiar with the requirements of Chapter 466, Article 1 of the Suffolk County Local Laws, "Use of County Resources to Interfere with Collective Bargaining Activities." County Contractors (as defined) shall comply with all requirements of Local Law No. 26-2003 including the following prohibitions:

a. Consultant shall not use County funds to assist, promote, or deter union organizing.

b. No County funds shall be used to reimburse Consultant for any costs incurred to assist, promote, or deter union organizing.

c. The County of Suffolk shall not use County funds to assist, promote, or deter union organizing.

d. No employer shall use County property to hold a meeting with employees or supervisors if the purpose of such meeting is to assist, promote, or deter union organizing.

If Consultant services are performed on County property, Consultant must adopt a reasonable access agreement, a neutrality agreement, fair communication agreement, nonintimidation agreement and a majority authorization card agreement.

If Consultant services are for the provision of human services and such services are not to be performed on County property, Consultant must adopt, at the least, a neutrality agreement.

Under the provisions of Local Law No. 26-2003, the County shall have the authority, under appropriate circumstances, to terminate this Agreement and to seek other remedies as set forth therein, for violations of this Law.

Required Form: Suffolk County Labor Law Form DOL-LO1; entitled "Suffolk County Department of Labor – Labor Mediation Unit Union Organizing Certification/Declaration – Subject to Audit"

4. Lawful Hiring of Employees Law

This Agreement is subject to the Lawful Hiring of Employees Law of the County of Suffolk (Local Law 52-2006). It provides that all covered employers, (as defined), and the owners thereof, as the case may be, that are recipients of compensation from the County through any grant, loan, subsidy, funding, appropriation, payment, tax incentive, contract, subcontract, license agreement, lease or other financial compensation agreement issued by the County or an awarding agency, where such compensation is one hundred percent (100%) funded by the County, shall submit a completed sworn affidavit (under penalty of perjury), certifying that they have complied, in good faith, with the requirements of Title 8 of the United States Code Section 1324a with respect to the hiring of covered employees (as defined) and with respect to the alien and nationality status of the owners thereof. The affidavit shall be executed by an authorized representative of the covered employer or owner, as the case may be; shall be part of any executed contract, subcontract, license agreement, lease or other financial compensation agreement with the County; and shall be made available to the public upon request.

All contractors and subcontractors (as defined) of covered employers, and the owners thereof, as the case may be, that are assigned to perform work in connection with a County contract, subcontract, license agreement, lease or other financial compensation agreement issued by the County or awarding agency, where such compensation is one hundred percent (100%) funded by the County, shall submit to the covered employer a completed sworn affidavit (under penalty of perjury), certifying that they have complied, in good faith, with the requirements of Title 8 of the United States Code Section 1324a with respect to the hiring of covered employees and with respect to the alien and nationality status of the owners thereof, as the case may be. The affidavit shall be executed by an authorized representative of the contractor, subcontractor, or owner, as the case may be; shall be part of any executed contract, subcontract, license agreement, lease or other financial compensation agreement between the covered employer and the County; and shall be made available to the public upon request.

An updated affidavit shall be submitted by each such employer, owner, contractor and subcontractor no later than January 1 of each year for the duration of any contract and upon the renewal or amendment of the contract, and whenever a new contractor or subcontractor is hired under the terms of the contract.

Consultant acknowledges that such filings are a material, contractual and statutory duty and that the failure to file any such statement shall constitute a material breach of this agreement.

Under the provisions of the Lawful Hiring of Employees Law, the County shall have the authority to terminate this Agreement for violations of this Law and to seek other remedies available under the law.

This Agreement is subject to the Lawful Hiring of Employees Law of the County of Suffolk, Suffolk County Code Chapter 234, as more fully set forth in the Exhibit collectively referred to as the "Suffolk County Legislative Requirements." In accordance with this law, Consultant or employer, as the case may be, and any subcontractor or owner, as the case may be, agree to maintain the documentation mandated to be kept by this law on site at all times. Consultant or employer, as the case may be, and any subcontractor or owner, as the case may be, further agree that employee sign-in sheets and register/log books shall be kept on site at all times during working hours and all covered employees, as defined in the law, shall be required to sign such sign in sheets/register/log books to indicate their presence on the site during such working hours.

Consultant represents and warrants that it has read, is in compliance with, and shall comply with the requirements of Suffolk County Code Chapter 234, Suffolk County Local Law No. 52-2006, the Lawful Hiring of Employees Law.

Required Forms: Suffolk County Lawful Hiring of Employees Law Form LHE-1; entitled "Suffolk County Department of Labor –"Notice Of Application To Certify Compliance With Federal Law (8 U.S.C. SECTION 1324a) With Respect To Lawful Hiring of Employees"

"Affidavit Of Compliance With The Requirements Of 8 U.S.C. Section 1324a With Respect To Lawful Hiring Of Employees" Form LHE-2.

5. Gratuities

Consultant represents and warrants that it has not offered or given any gratuity to any official, employee or agent of Suffolk County or New York State or of any political party, with the purpose or intent of securing an agreement or securing favorable treatment with respect to the awarding or amending of an agreement or the making of any determinations with respect to the performance of an agreement, and that the signer of this Agreement has read and is familiar with the provisions of Local Law No. 32-1980 of Suffolk County (Chapter 386 of the Suffolk County Code).

6. Prohibition Against Contracting with Corporations that Reincorporate Overseas

Consultant represents that it is in compliance with Suffolk County Administrative Code Article IV, §§A4-13 and A4-14, found in Suffolk County Local Law No. 20-2004, entitled "A Local Law To Amend Local Law No. 5-1993, To Prohibit The County of Suffolk From Contracting With Corporations That Reincorporate Overseas." Such law provides that no contract for consulting services or goods and services shall be awarded by the County to a business previously incorporated within the U.S.A. that has reincorporated outside the U.S.A.

7. Child Sexual Abuse Reporting Policy

Consultant agrees to comply with Chapter 577, Article IV, of the Suffolk County Code, entitled "Child Sexual Abuse Reporting Policy," as now in effect or amended hereafter or of any other Suffolk County Local Law that may become applicable during the term of this Agreement with regard to child sexual abuse reporting policy.

8. Non-Responsible Bidder

Consultant represents and warrants that it has read and is familiar with the provisions of Suffolk County Code Chapter 143, Article II, §§143-5 through 143-9. Upon signing this Agreement, Consultant certifies that he, she, it, or they have not been convicted of a criminal offense within the last ten (10) years. The term "conviction" shall mean a finding of guilty after a trial or a plea of guilty to an offense covered under the provision of Section 143-5 of the Suffolk County Code under "Nonresponsible Bidder."

9. Use of Funds in Prosecution of Civil Actions Prohibited

Pursuant to the Suffolk County Code Section §590-3, Consultant represents that it shall not use any of the moneys received under this Agreement, either directly or indirectly, in connection with the prosecution of any civil action against the County of Suffolk or any of its programs, funded by the County, in part or in whole, in any jurisdiction or any judicial or administrative forum.

10. Suffolk County Local Laws

Suffolk County Local Laws, Rules and Regulations can be found on the Suffolk County website at http://suffolkcountyny.gov/.

End of Text for Exhibit B

EXHIBIT
C

EXHIBIT C
Notices and Contact Persons

1. Notices Relating to Payments, Reports, or Other Submissions

Any communication, notice, claim for payment, report, or other submission necessary or required to be made by the parties regarding this Agreement shall be in writing and shall be given to the College or Consultant or their designated representative at the following addresses or at such other address that may be specified in writing by the parties and must be delivered as follows:

For the College

Gail Vizzini
Vice President for Business and Financial Affairs
Suffolk County Community College
533 College Road, NFL 232
Selden, NY 11784-2899

For Consultant

At the address set forth on page one of this Agreement, attention of the person who executed this Agreement or such other designee as the parties may agree in writing.

2. Notices Relating to Insurance

Any notice relating to insurance necessary or required to be made by the parties regarding this Agreement shall be in writing and shall be given to the College or Consultant or their designated representative at the following addresses or at such other address that may be specified in writing by the parties and must be delivered as follows:

For the College

Louis J. Petrizzo
College General Counsel/Executive V.P.
Office of Legal Affairs
Suffolk County Community College
533 College Road, NFL230
Selden, NY 11784-2899

For Consultant

At the Address set forth on page one of this Agreement, attention of the person who executed this Agreement or such other designee as the parties may agree in writing.

3. Notices Relating to Termination and/or Litigation

In the event Consultant receives a notice or claim or becomes a party (plaintiff, petitioner, defendant, respondent, third party complainant, third party defendant) to a lawsuit or any legal proceeding related to this Agreement, Consultant shall immediately deliver to the College General Counsel and the County Attorney, at the addresses set forth below, copies of all papers filed by or against Consultant.

Any communication or notice regarding termination shall be in writing and shall be given to the College or Consultant or their designated representative at the following addresses or at such other addresses that may be specified in writing by the parties and must be delivered as follows:

For the College and the County:

Louis J. Petrizzo
College General Counsel/Executive V.P.
Office of Legal Affairs
Suffolk County Community College
533 College Road, NFL 230
Selden, NY 11784-2899

and

Suffolk County Attorney
Suffolk County Department of Law
H. Lee Dennison Building
100 Veterans Memorial Highway
Hauppauge, New York 11788

For Consultant:

At the address set forth on page one of this Agreement, attention to the person who executed this Agreement or such other designee as the parties may agree in writing.

Notices for all parties (except those related to termination or litigation) should be delivered by first class and certified mail, return receipt requested, in a postpaid envelope or by courier service, or by fax or by email.

Notices related to termination or litigation should be delivered by first class and certified mail, return receipt requested, in a postpaid envelope or by nationally recognized courier service or personally and by first class mail.

Notices shall be deemed to have been duly delivered: (i) if mailed, upon the seventh business day after the mailing thereof; or (ii) if by nationally recognized overnight courier service, upon the first business day subsequent to the transmittal thereof; or (iii) if personally, pursuant to New York Civil Practice Law and Rules Section 311; or (iv) if by fax or email, upon the transmittal thereof. "Business Day" shall be defined as any day except a Saturday, a Sunday, or any day in which commercial banks are required or authorized to close in Suffolk County, New York.

Each party shall give prompt written notice to the other party of the appointment of successor(s) to the designated contact person(s) or his or her designated successor(s).

End of Text for Exhibit C

EXHIBIT
D

EXHIBIT D
Description of Services

See:

Proposed Services & Products,
contained in Consultant's Response to RFP,
Annexed hereto as ATTACHMENT 1

Intentionally Left Blank

Attachment 1

ATTACHMENT 1

iii. Proposed Services/Products:

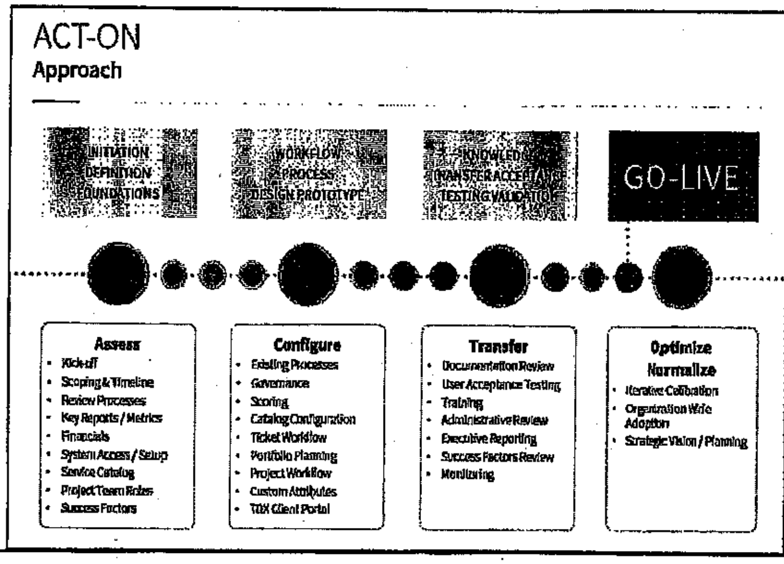
a. Understanding of Project/Service Requirements, Management Techniques and Approaches

Proven Implementation Methodology

The Professional Services team can offer the shared best practices of hundreds of implementations across various organizations. This experience has allowed us to refine our implementation program to help shape the most effective implementation program for your organization.

System Implementation

TeamDynamix Professional Service Consultants utilize the 'ACT-ON' Methodology when implementing the TeamDynamix ITSM and PPM Solution.



Project Methodology/Resources

The proprietary TDX Project Environment Maturity Model (PEMM) approach results in a clear understanding of as-is state, desired state, and a clear path to achieve the desired end state. The PEMM method fully considers the client's cultural, technical, and process maturity levels in order to right-fit an implementation plan that will succeed. The approach provides the leadership team with a simple, visual strategic plan to help build support internally, quickly deliver value, and consistently mature.

Design, Configure, Calibrate

Phase 1A – **Access:** "What does good look like?" The team will work with you to conduct an evaluation of current and future processes, service levels, workflows, and defined success metrics. This is an important step as it is used to align the project roll-out to your enterprise strategy and vision.

Phase 2A – **Configure:** "Alignment to vision." During this phase, we work with you to tailor the environment to meet your specific needs. We can leverage pre-configured workflows, introduce approaches used at other organizations, and take these starting points to help guide you. With a fully configurable system, we do not need to engage in scripting or coding which means that we can also build upon the initial workflows over time as you mature in your service delivery.

Phase 3A – **Transfer:** "Enterprise Readiness." Knowledge transfer is one of the most critical steps in a technology deployment project. This goes beyond the pre go-live user training to include strategic planning and documentation around everything from how to expand service delivery across the enterprise (to facilities, media services, HR and more) to creating the right dashboards and analytics required to effectively communicate the value of the IT organization.
Go-Live: During the go-live, TDX Services will be there with you. We will continue to manage the project and consider this just another milestone in a broader initiative. It is not a time to walk away. We treat this as an opportunity to calibrate and fine-tune the solution as it goes into production.

Post Go-Live

Phase 1B – Optimize: "How's it going?" During this phase we evaluate usage and adoption. We track performance and workflow effectiveness and will work with you to calibrate and optimize the solution to fit into your daily operations. This is a standard and pivotal step in the project plan.

Phase 2B – Normalize: "Your new normal." Once optimized, the solution now becomes a core backbone to your operations – it facilitates your operations and it becomes part of your culture. It can also be used strategically to expand service, enhance member experiences, and bring additional value to the organization. Using the solution strategically will become part of your DNA. TDX Services can stay with you well into the future. With our managed services offering, we can be part of your team.

Clients can access the following materials at any time during or after the formal onsite training:

- **Guides** - We provide our clients with updated user and admin guides. The updated guides can be downloaded at anytime from the integrated community portal that every TeamDynamix user has access to.
- **Additional Training** - The Community portal provides users with access to training webinars and videos for recent upgrades.
- **API Library** - The community portal has a section that provides clients with an updated list of available APIs and the corresponding documentation.

- **In tool help**

Cultural Change Management

We feel that developing an effective change management strategy is critical to the success of any software implementation. During the implementation process, TeamDynamix will help you generate an appropriate Change Management plan to meet all core objectives.

As an added benefit, our exclusive higher education client base will also provide your university with a network of schools that have successfully rolled out our ITSM & PPM software.

Your ITSM & PPM solution needs to be fully capable of supporting your Institution's needs. Equally as important, your vendor should understand the change management process for implementing ITSM & PPM within Higher Education. TeamDynamix has a proprietary and proven Higher Education change management process to give your initiative the best chance of success from day one into the future.

Tailored Training

TeamDynamix will provide tailored training programs for each user type. Each user type is configured with module and permission combinations to enable the user type to accomplish their job in the most simple and easy to understand format.

Each tailored training program is then delivered to the appropriate audience or included in "Train the Trainer" training at **CLIENT**'s discretion. Training scripts and user "Quick Guides" are provided to the client.

Our implementations are designed to provide client administrators with continuous exposure to the admin tools. Activities range from configuration exercises to use case scenario testing.

CLIENT-specific training sessions can be recorded and delivered in a web-compatible format as desired.

Training sessions may include:

a. Technical resource training
b. Administrator training
c. Manager training
d. User and executive training
e. Client training (as needed)
f. Beginning integration analysis

b. Anticipated Issues and Resolutions

TeamDynamix does not anticipate any issues with delivering the services that SCCC has requested in this RFP

c. Service Level Agreement (SLA)

	Response	Update	Resolution
Production Down / Major Comp. Failure	1 business hour for service restoration, acknowledgement	As details become available	Priority 1 until issue is resolved
Bugs	4 business hours	If further details are required	40 business hours
Questions/Enhancements	4 business hours	If feature is selected for implementation	N/A

1: Production System Down

Definition - The Software is failing in a production environment resulting in a complete loss of productive capability. This type of problem severely impacts Client's business objectives and requires rapid response and resolution. Examples of a production down environment are a non-recoverable server crash or the complete failure of one of the systems core components.

Response – Monitoring tools or customer reports alert TeamDynamix of production system outage. Triage Team investigates, restores service **(if possible – DoS attacks, 3rd party services failures (Azure, Office 365, Internet Provider, etc.), and any non-supported, client-specific modifications to the system are exceptions)**, and alerts affected clients within an hour, acknowledging the issue and providing any details that may be available at that time.

Update – updates will be sent as service restoration and resolution plans are determined and/or when services are restored. Regular updates will occur as key advancements in the resolution of the issue occur (e.g. service resolution, issue resolution)

Resolution – After service is restored to production, production-stopping issues will be treated with highest priority and will be resolved as soon as possible for the engineering team.

2: Major Components Failure

Definition - One of the major functions or features of the system is failing. This type of problem also requires rapid response and resolution. An example of a major feature failure is the return of incorrect results by the Software functions.

Response – Monitoring tools or customer reports alert TeamDynamix of production system outage. Triage Team investigates, restores service (if possible – DoS attacks, 3rd party services failures, and any non-supported, client-specific modifications to the system are exceptions), and alerts affected clients within an hour, acknowledging the issue and providing any details that may be available at that time.

Update – updates will be sent as service restoration and resolution plans are determined and/or when services are restored. Regular updates will occur as key advancements in the resolution of the issue occur (e.g. service resolution, issue resolution)

Resolution – After service is restored to production, production-stopping issues will be treated with highest priority and will be resolved as soon as possible for the engineering team.

3: Feature is Not Working as Documented/Designed (Bugs)
A feature in the Software is not behaving as documented by TeamDynamix. Productive work can continue but the Software is not performing to specification and a remedy is required.

Response – Initial response is within 4 business hours

Resolution – Issue is resolved within 40 business hours

4: General Questions/Enhancement Requests
These problems are of a general nature and pertain to how the Software should operate in both a production and development environment. This category also includes feature/enhancement requests for subsequent releases.

Response – Initial answer to questions and requests for enhancement will go out within 4 hours.

Update – Clients are alerted when a feature enhancement is selected for implementation. This update includes a soft release date or version with which the feature will be included.

Resolution – Initial response to questions generally resolves that item. Enhancements are not ever guaranteed to be implemented.

CLIENT Support Definitions

Acknowledgment

Acknowledgment is defined as contact by either email or phone by a trained TeamDynamix Client Support professional to advise of the receipt of a client support issue.

Initial Response

Initial response is defined as contact by either email or phone by a trained TeamDynamix Client Support professional to gather additional information about a client support issue and to determine the steps to reproduce the problem.

Status Frequency

This is the frequency with which TeamDynamix Client Support will update Client on their open support issues. This frequency may be extended by mutual agreement between the Client and TeamDynamix Client Support.

Temporary Fix/Hotfix

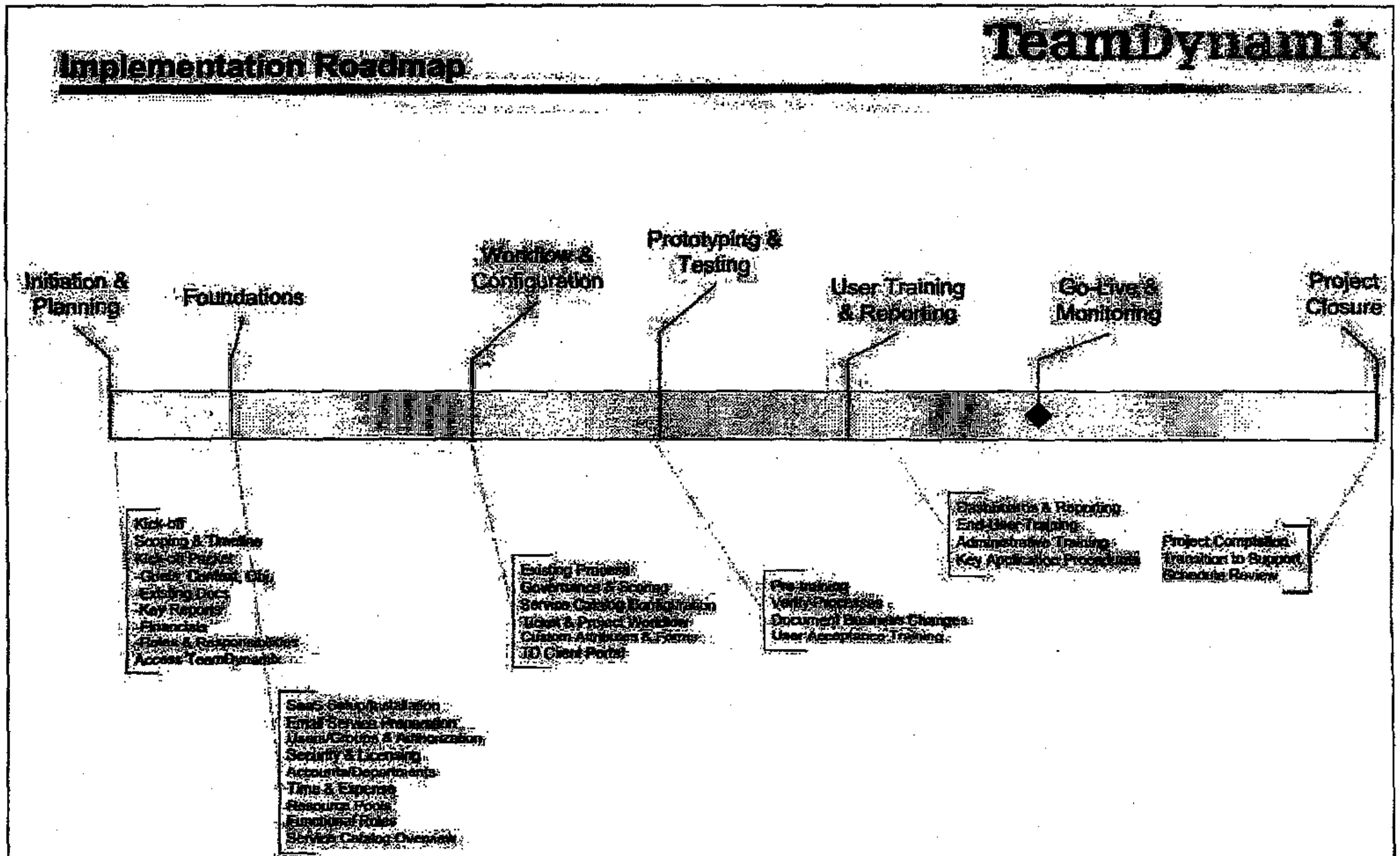
This is a relief from the experienced behavior. It may take the form of a workaround, a patch or an alternate design approach.

*Disruptions to service due to scheduled system maintenance and/or required security updates shall not be considered priority 1, 2 or 3 incidents, so long as such scheduled system maintenance and/or required security updates are started and completed during their regularly scheduled times

TeamDynamix Self-service Client Portal (solutions.teamdynamix.com/TDClient/) availability 24 hours a day, 365 days per year.

Customer support business hours 8:00 am-5:00 pm EST/EDT M-F. All hours mentioned above are restricted to business hours.

d. Project Schedule – 120 Day Implementation (June 1st to Nov. 15th, 2018)



e. System Requirements

Table 1: Mandatory – Pass/Fail Requirements

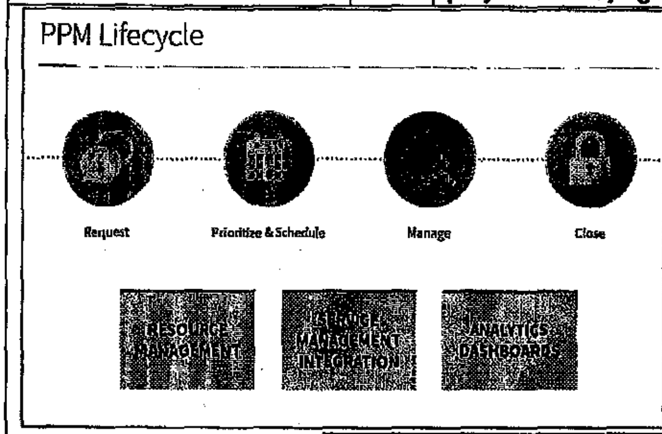
[illegible]		TeamDynamix Response
Application is Vendor Hosted in Cloud	Pass	TeamDynamix is a hosted, browser agnostic, SaaS solution.

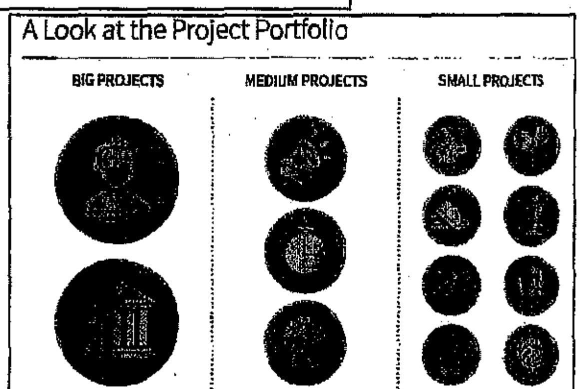
[illegible]		TeamDynamix Response
Service Ticket Processing	Pass	TeamDynamix supports IT ticketing processes such as Service Requests, Incident Management, Problem Management and Change Management. Furthermore, ticketing applications can be spun up for non-IT departments to handle processes specific to that service area, while allowing them to change the ticketing classifications to meet their service area.

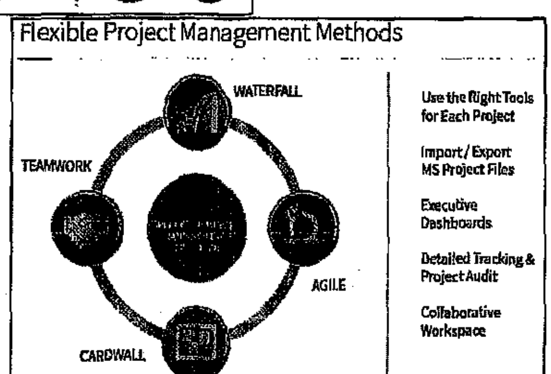
[illegible]		TeamDynamix Response
Service Catalog	Pass	The service catalog is the front door to your department, organization, or institution. It is a way for you to communicate the services and activities performed by your team, thus delivering value to your consumers. Yet, as you well know, building out the catalog can take time. TeamDynamix takes pride in helping Colleges and Universities implement a full functional service catalog.

[illegible]		TeamDynamix Response
Knowledge Base	Pass	TeamDynamix offers a robust Knowledge Base platform. Users have access to a Knowledge Base, and articles can be public facing or hidden behind authentication. Users have access to full text search to find what they are looking for. These Knowledge Base articles are created with a powerful yet intuitive Rich Text Editor and fully support multi-media content such as videos and images. End Users are given the ability to rate articles.

[illegible]	TeamDynamix Response	
Project Portfolio Management	Pass	TeamDynamix provides a platform to manage the entire PPM lifecycle. Additionally, TeamDynamix offers many out of the box integrations with the ITSM applications which provides a seamless experience for those resources who need to interact with more complex processes. **TeamDynamix also provide schools with the ability to manage projects of varying sizes using a veriety of PM methods.**





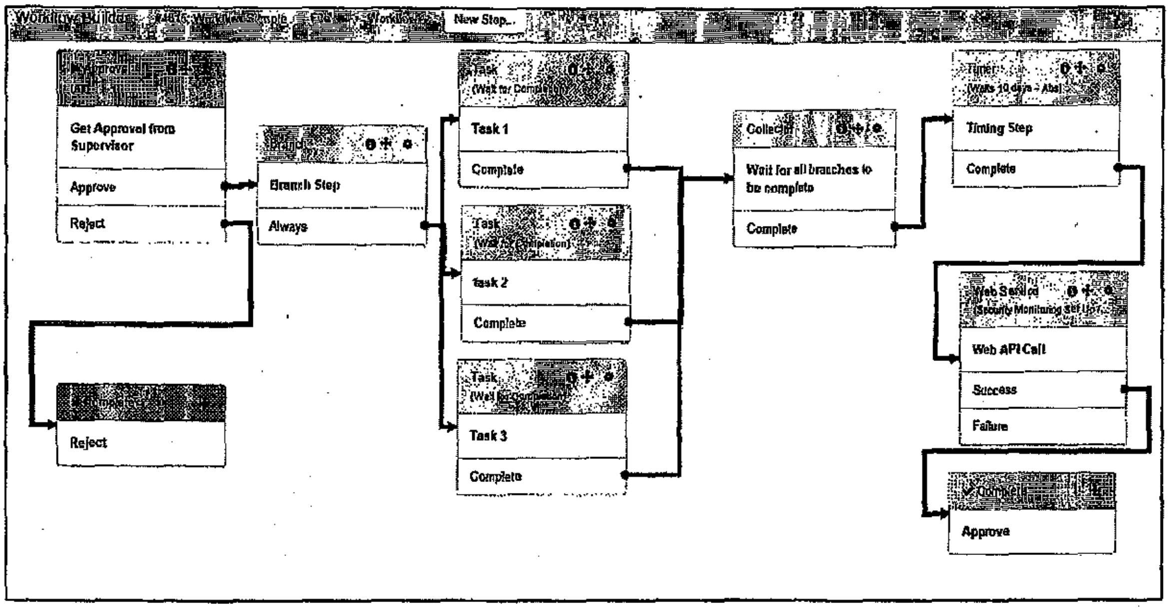


[illegible]	TeamDynamix Response	
Configurable Dashboards	Pass	Dashboards and views including reports, queues, priorities, alerts and other key information can easily be applied at role and individual levels. Users within each role can easily access information to quickly understand their priorities and take action.

[illegible]	TeamDynamix Response	
Self-Configurable Reporting	Pass	TeamDynamix provides many out of the box reports and includes a powerful **report builder** which enables users to build the reports and dashboards they need to make confident decisions.

[illegible]	TeamDynamix Response	
Asset Management	Pass	TeamDynamix offers a fully functional asset management application. Assets can be created in the system via our OOTB upload tool, via API, as well as manually. Additionally, with the TeamDynamix SCCM plug-in can auto discover and create assets records in TeamDynamix. The TeamDynamix asset application provides full scope of tracking, as well as the ability to manage status, location, relationships, and ownership of assets.

[illegible]	TeamDynamix Response	
Configurable Workflows	Pass	The TeamDynamix application has customizable workflows for Project Request management, as well as our Service Management applications. Workflows are easily configured using our "Drag & Drop" workflow builder. No coding or scripting is required.



[illegible]	TeamDynamix Response	
Web Client/No Desktop / Software / Client Installation	Pass	TeamDynamix's ITSM software suite does not require any desktop client software to take advantage of every feature.

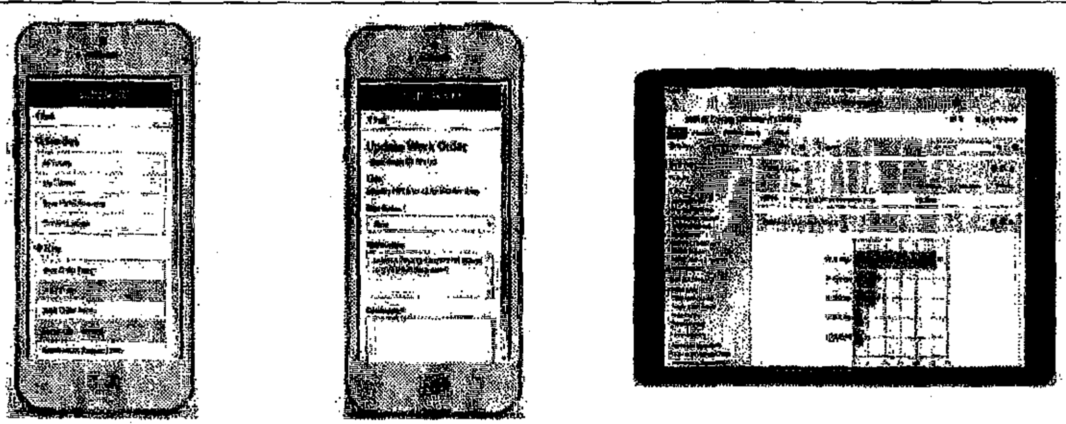
[illegible]	TeamDynamix Response	
ADA / Section 508 Compliant	Pass	The TeamDynamix Client Portal is ADA Section 508 compliant out of the box (OOTB).

[illegible]	TeamDynamix Response	
Adherence to Suffolk County Community College Information security Policies	Pass	TeamDynamix adheres to the SCCC information security policies.

[illegible]		TeamDynamix Response
Higher Education Experience and Associated Compliance	Pass	TeamDynamix has provided services and software focused on Higher Education needs since our founding in 2001. We have hundreds of Higher Education customers and our development efforts are driven solely by that customer base.

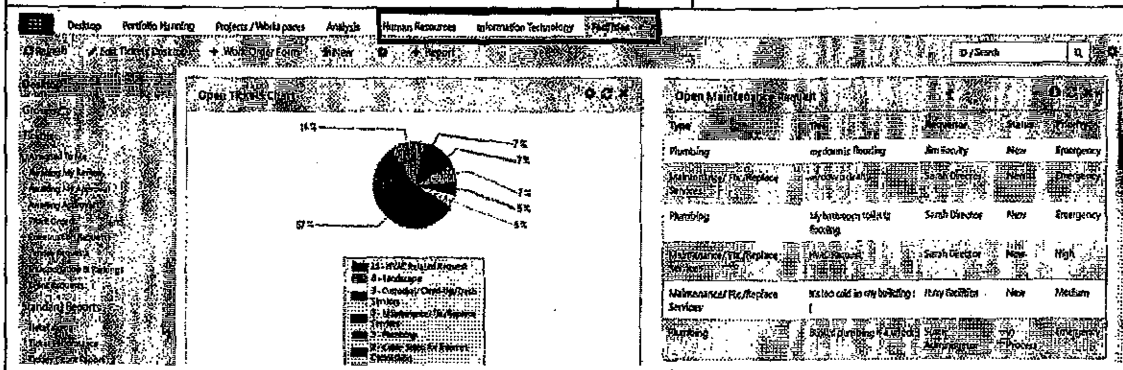
Table 2: Systems Requirements

[illegible]		TeamDynamix Response
Platform independent (e.g., works in a browser on MS, Mac, iPhone, iPad, Android Phone, Android Tablet, Chrome, Firefox, Internet Explorer and Edge)	Pass	TeamDynamix is compatible with all browsers and devices. TDX is built on a responsive device platform.

[illegible]		TeamDynamix Response
System is optimized for mobile devices (e.g., automatically recognizes mobile devices and presents 'mobile friendly' interface.)	Pass	The TeamDynamix application is built on the Bootstrap framework, natively providing high quality, high accessibility responsive design. All activities in the tool can be easily accessed from mobile devices and browsers. There are no limitations based upon device size.
		

[illegible]		TeamDynamix Response
System has been designed specifically for higher education institutions. (e.g., vendor statements and system demonstrates a higher education focus.)	Pass	TeamDynamix is designed specifically for Higher Ed and it represents a philosophically different choice from corporate solutions. The focus is on work management and resource optimization across campus: IT, facilities, resident life, HR, marketing and more. For most **college and university IT teams,** demands are evolving more quickly, clients are more mobile, more demanding, and resources are more constrained than the private sector. There also tends to be an increased sharing of resources across multiple functions. For this reason, **TeamDynamix's primary focus is on enabling effective and optimal resource management to drive a culture of successful service fulfillment.**

Below is just a sample of our higher education customers:

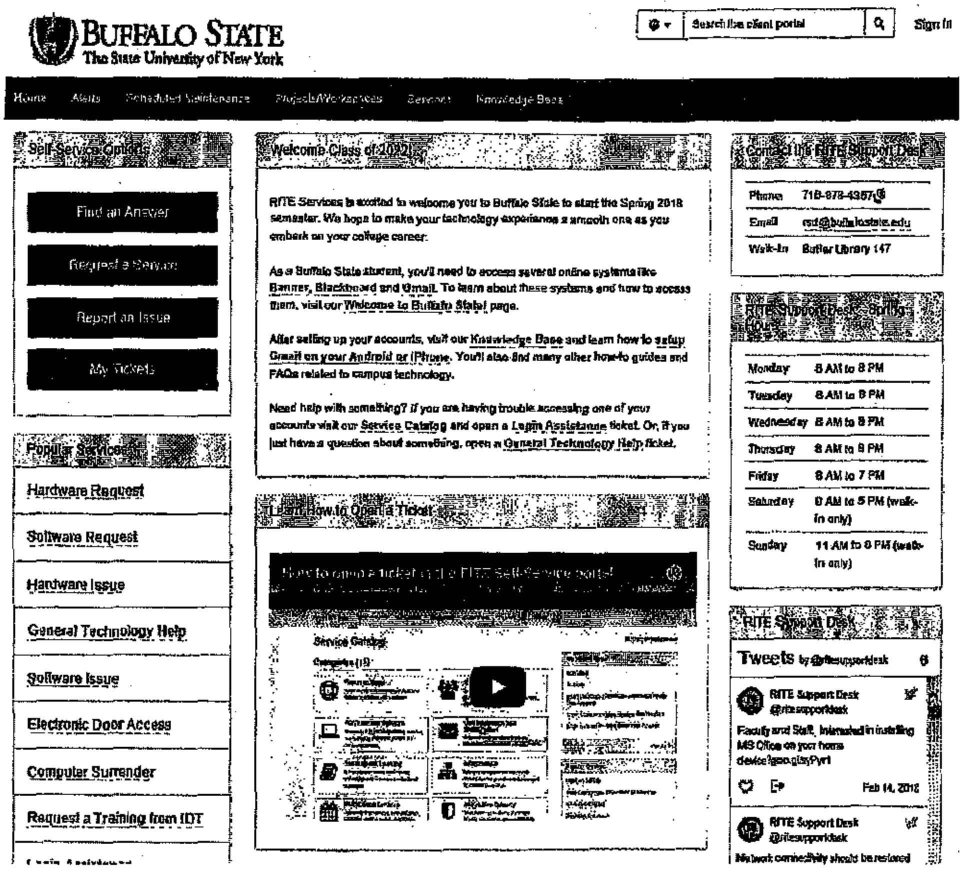
[illegible]		TeamDynamix Response
Multi-Department configuration (e.g., allows for custom ticket processing, workflow, reporting and dashboard for sub-units within the overall system	Pass	TeamDynamix allows each department and/or line of business to maintain its own service application, settings, and configuration.
		

[illegible]		TeamDynamix Response
Integrates with existing College Authentication Systems (e.g., works with CAS, LDAP, etc...)	Pass	TeamDynamix can integrate authentication using existing: • LDAP/AD (unlimited number of sources) • SAML 2 Protocol for SSO (CAS/Shibboleth) TeamDynamix is a member of the InCommon authentication federation.

[illegible]		TeamDynamix Response
System enforces ADA/Section 508 compliance (e.g., System enforces ADA compliance to prevent non-compliant practices. Ideally, the vendor solution has been certified as compliant by a recognized agency or firm.)	Pass	TeamDynamix OOTB is ADA / Section 508 compliant. Our code has been reviewed by multiple independent auditors ensuring accessibility compliance.

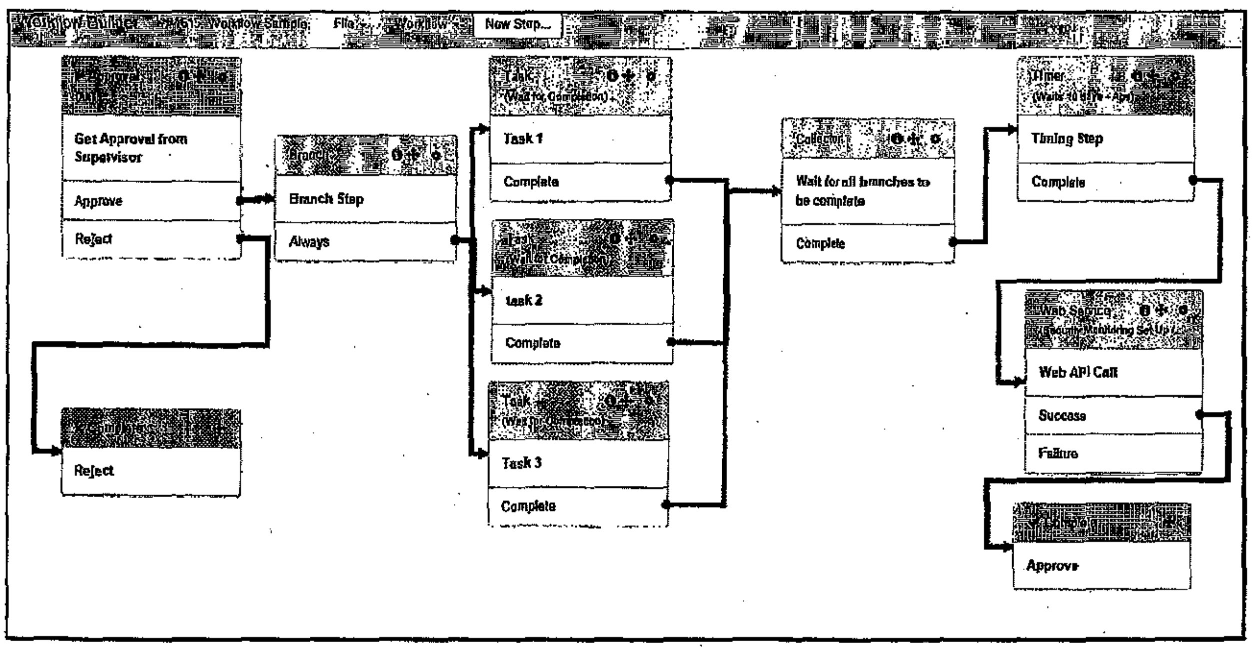
[illegible]	TeamDynamix Response	
Portal is customizable (e.g., can be branded as a Suffolk site, features can be modified, etc...)	Pass	The TeamDynamix solution can be customized to the way that best suits your institution. No coding or scripting is required; all configurations are point, click, drag and drop.

Below is an example of one of our partner organization's live client portal:



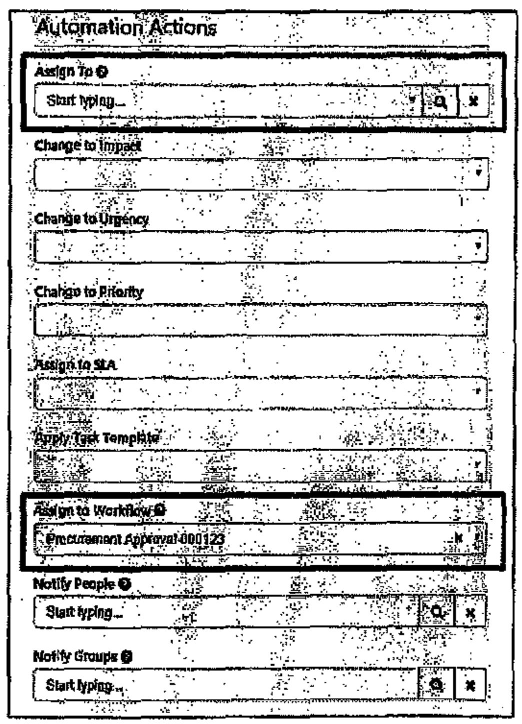
[illegible]	TeamDynamix Response	
The software provides a canned and custom reporting system (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.	Pass	TeamDynamix has a library of out of the box reports that support both ITSM and PPM processes. Additionally, TeamDynamix comes equipped with a custom reporting tool that users can leverage to report on all out of the box attributes/metrics as well as custom attributes. TeamDynamix users have the ability to publish custom reports and dashboards for key user and stakeholder consumption.

[illegible]		TeamDynamix Response
Ticket processing can be routed automatically using custom workflows.	Pass	TeamDynamix supports the ability to create custom workflows using a visual drag and drop workflow builder. Workflow steps available: 1. **Task** 2. **Approval –** can be assigned to internal users as well as end users (free client portal users) 3. **Branch** – enable multiple steps to be triggered simultaneously. 4. **Collector** – all connected steps must be completed before the workflow can be promoted to the next step. 5. **Timer Step** – a time duration must elapse before the next step is triggered. 6. **Webservice Call** - The solution supports automation steps to third party systems through bi-directional RESTful APIs. There is no additional cost required to use our web service calls in our workflows.



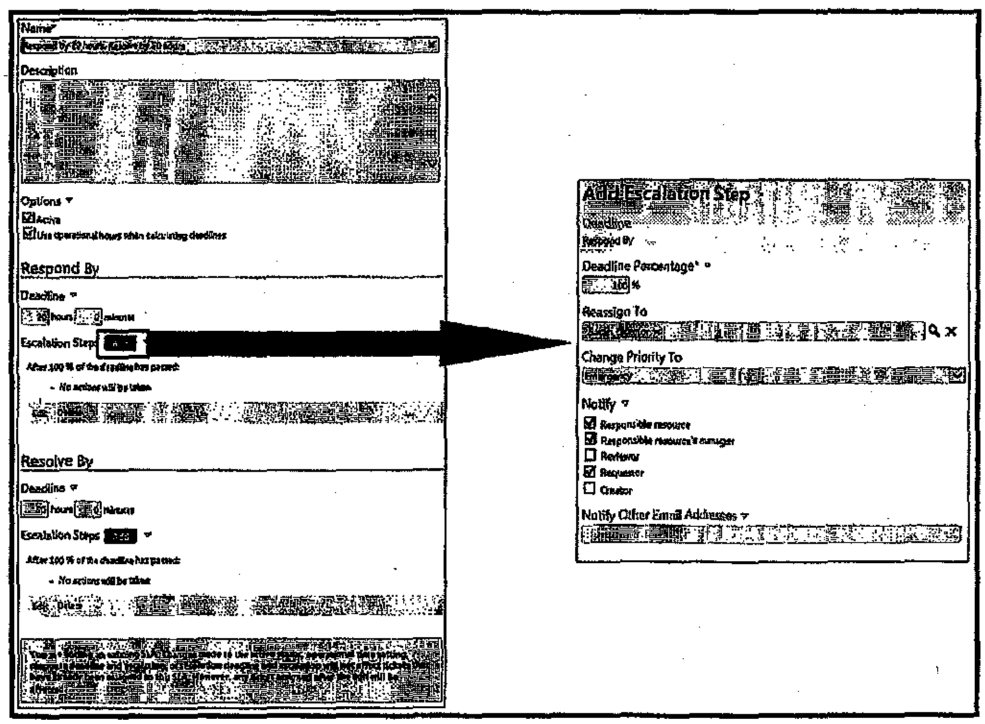
[illegible]	TeamDynamix Response	
End users can attach files to their tickets (e.g., screenshots, image files, Word, Excel, PowerPoint, text, etc...)	Pass	TeamDynamix fully supports the ability for requestors to attached files to their requests **during** and **after** form submission.

[illegible]	TeamDynamix Response	
Tickets can be automatically routed to appropriate help desk staff (e.g., uses email, text, etc... to determine which staff to notify of new service requests.)	Pass	TeamDynamix supports the ability to create an unlimited number of automation rules that can be used to route a request based on information captured during the ticket creation process. **Below is a screenshot of the Automation rule configuration screen showing the different actions that can be taken once a rule has been satisfied.**



[illegible]	TeamDynamix Response	
Ticket processing is tracked and reported on (e.g., the system reports statistics on ticket processing time, help desk agent performance, end user submissions, etc...)	Pass	The TeamDynamix application allows for robust reporting using a variety of different data points for reporting. For example, schools can easily report on the average time it takes to resolve issues, understand client satisfaction levels, track the total number of tickets addressed by a certain technician, etc... Furthermore, these reports can be organized and consumed using TeamDynamix's dashboard functionality.

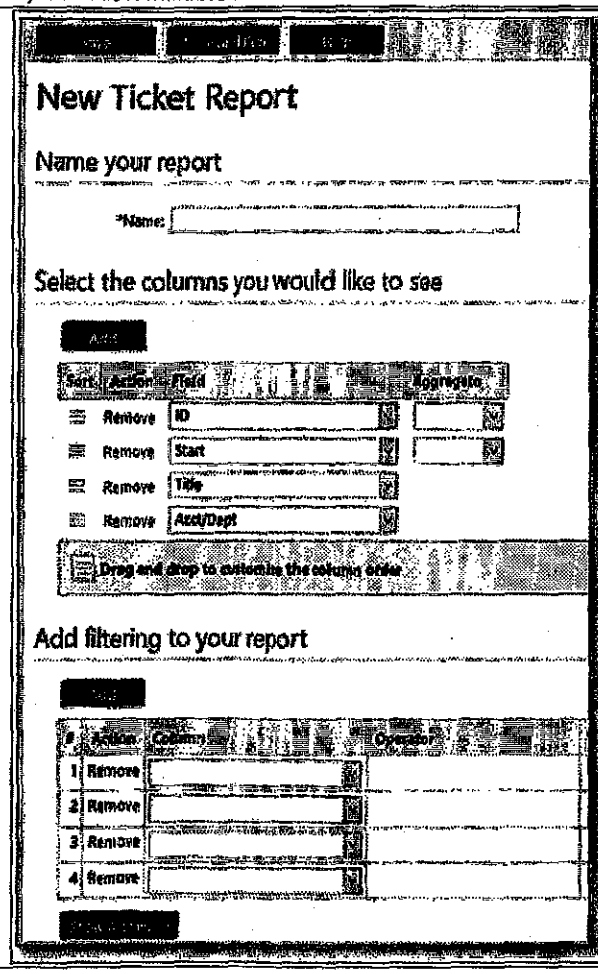
[illegible]	TeamDynamix Response	
Unresolved tickets are reported on (e.g., Help Desk agents are reminded of outstanding tickets, at key dates supervisors are notified of open tickets through standard and custom escalation protocols.)	Pass	Tickets can easily be displayed by status and priority, and our in-tool Service Level Agreement (SLA) wizard makes it easily to track violations and set escalation protocols. Below is the TeamDynamix SLA wizard, highlighted are its ability to add escalation steps so the system can automatically take action at certain points to re-prioritize, re-assign, notify, etc.:



[illegible]	[illegible]	TeamDynamix Response
Ticket system has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Pass	TeamDynamix offers Universities with an easy to use report builder which requires **no programming**. Any information that is captured within TeamDynamix can be reported on. Furthermore, users have the ability to **create custom attributes** which can be reported and filtered on as well. These reports can be **automatically emailed out,** placed on a **desktop,** or **posted to a website.** TeamDynamix provides universities with the flexibility to display and consume information as they see fit. Below is an example of the TeamDynamix report builder with drag and drop capabilities, and customizable features.

TeamDynamix Custom Report Builder:

1. Easily select the desired data/metrics to be shared (Out of the box fields and custom fields)
2. Set the necessary filters based (Out of the box fields and custom fields)
3. Deside who has visability to view the report and how it will be displayed
4. Set up auto-delivery of the report in multiple formats via email



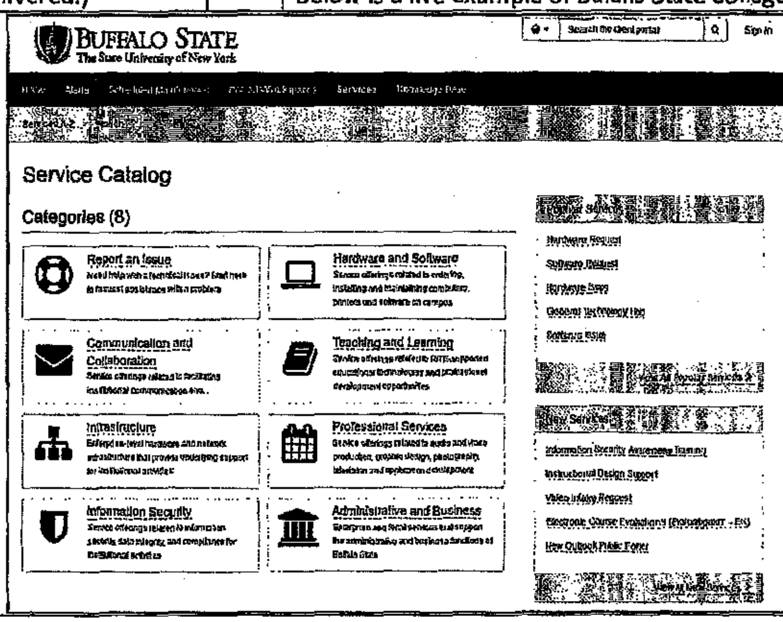
[illegible]		TeamDynamix Response
Workflows can be used to route tickets to appropriate parties (e.g., based on ticket content the ticket can be routed to the appropriate agent or pool of agents, unresolved tickets can be escalated based on processing time or key words indicating severity of issue.)	Pass	Workflows can be automatically applied to service requests which provides flexibility for all types of request processes. During implementation TeamDynamix will work with the CLIENT identifying service categories, catalog items, workflow tasks, and ticket attributes that are necessary for processing items within the school's service desk. **Additionally, we have found in the higher Ed environments that most incident work doesn't require multiple step workflows. In fact, a simple automation rule for assignment may be more appropriate.** **Having this capability alone has helped many clients eliminate the need to configure unnecessary workflows thus expediting the roll out process.**

[illegible]		TeamDynamix Response
The college can create custom workflows (e.g., the college can build custom workflows on their own without needing vendor assistance.)	Pass	The TeamDynamix easy to use workflow builder allows users to create very simple and/or complex workflows depending on the need. No coding or scripting is required, everything is click, point, drag and drop. School's will be able to create and update workflows without needed to engage TeamDynamix for help.

[illegible]		TeamDynamix Response
Workflow can be used to route items outside the ITS Help Desk (e.g., if a student calls in regarding password issues, registration, financial aid, etc... the Help Desk staff can send a notice to the department that can provide assistance.)	Pass	Workflows can route work automatically between departments as desired.

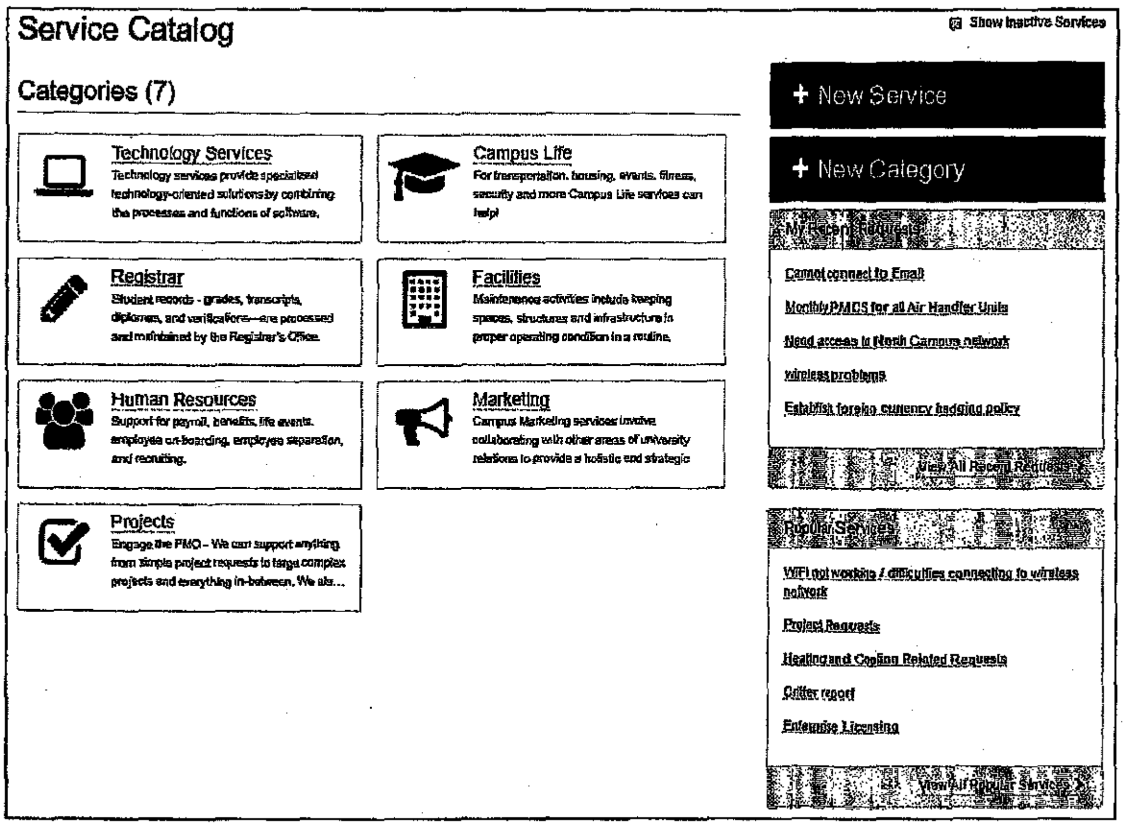
[illegible]		TeamDynamix Response
Workflow system has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Pass	Yes, TeamDynamix can produce reports about ticket workflow status and those reports can be automatically published within our Client Portal and published online by other means. Also reports can easily be printed for offline access. Below is a screenshot example of the different workflow related items that can be presented or filtered on using our out of the box report builder.

[illegible]		TeamDynamix Response
The college can build a service catalog (e.g., The software allows the college to list all services provided by ITS with descriptions of the service(s) and how they are requested and delivered.)	Pass	TeamDynamix gives you the ability to fully customize and build the service catalog. We will consult clients during the implemenation process to insure that the service catalog meets the needs of the School. Below is a live example of Bufallo State College's Service catalog



[illegible]		TeamDynamix Response
The service catalog can be customized by the college (e.g., the college can add custom columns, layouts, language, and design elements.)	Pass	The client portal, which houses the service catalog, can be customized to the way that best suits your institution. This is easily. accomplished, requiring no programming or additional services.

[illegible]		TeamDynamix Response
The service catalog can be configured for departmentalization (e.g., the system can be customized to display information to end users by department and allow for maintenance of departmental information by that unit's staff or Help Desk staff.)	Pass	TeamDynamix allows you to customize the service catalog based on the department.



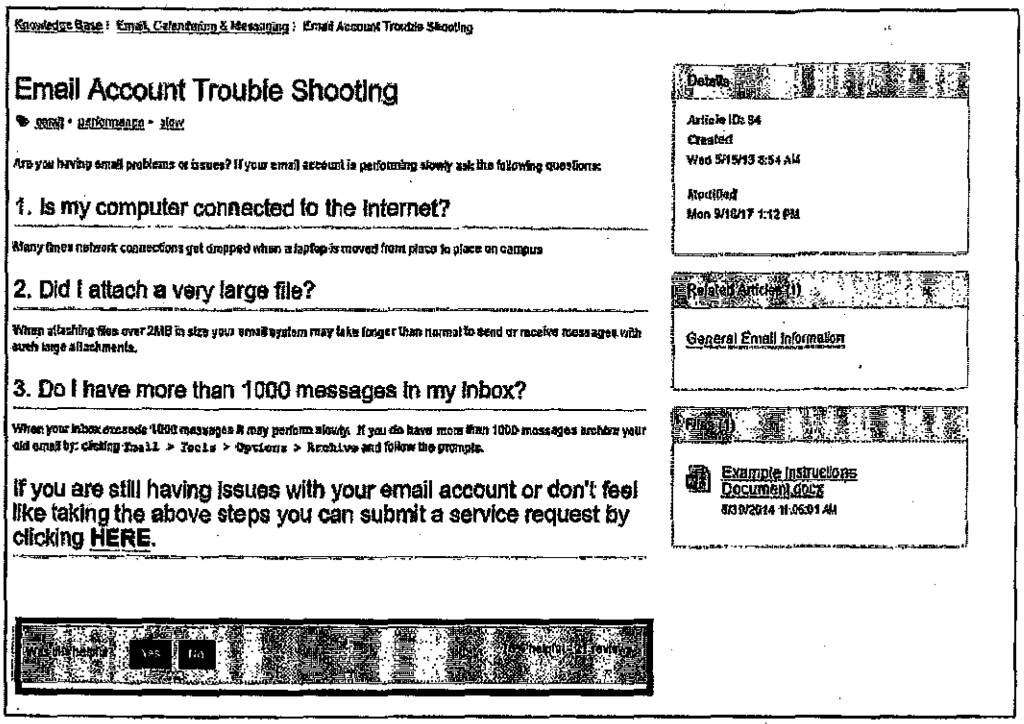
[illegible]		TeamDynamix Response
Service catalog has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Pass	Schools have the ability to create custom reports displaying information derived from service catalog usage.

[illegible]		TeamDynamix Response
The college can build a knowledge base (the college can record FAQs, answers to Help Desk questions, store training materials. Also, the knowledge base is searchable by college students, faculty, administrators and staff, as well as by the Help Desk staff.)	Pass	TeamDynamix offers a robust Knowledge Base platform. Users have access to a Knowledge Base that can be public facing if the institution would like. Published Knowledge Base articles can be categorized similar to the Service Catalog. Users also have access to full text search to find what they are looking for. Knowledge Base articles may be simple with only a few directions, or very detailed with pictures, links and videos.

[illegible]		TeamDynamix Response
The knowledge base is customizable (e.g., the college can add custom fields, columns, display parameters, branding, etc...)	Pass	The client portal, which houses the Knowledge Base, can be customized to the way that best suits your institution. This is easily accomplished, requiring no programming or additional services.

[illegible]		TeamDynamix Response
The college can configure the knowledge base to update automatically (e.g., the Help Desk ticket submission and responses can update the knowledge base in real time to build itself.)	Pass	Yes, as technicians uncover new knowledge, they can add to the knowledge base on the fly while updating a ticket. This feature is permission based, so the technician would have to have the ability to approve KB articles in order to publish the article to the KB directly from an update.

[illegible]		TeamDynamix Response
The knowledge base includes a rating system (e.g., end users can rate the answers in the knowledge base to provide feedback on usefulness of items posted by the college.)	Pass	End users are given the ability to rate how helpful an article was or was not and provide feedback. Knowledgebase article feedback can be reported using the TeamDynamix reporting capabilities.

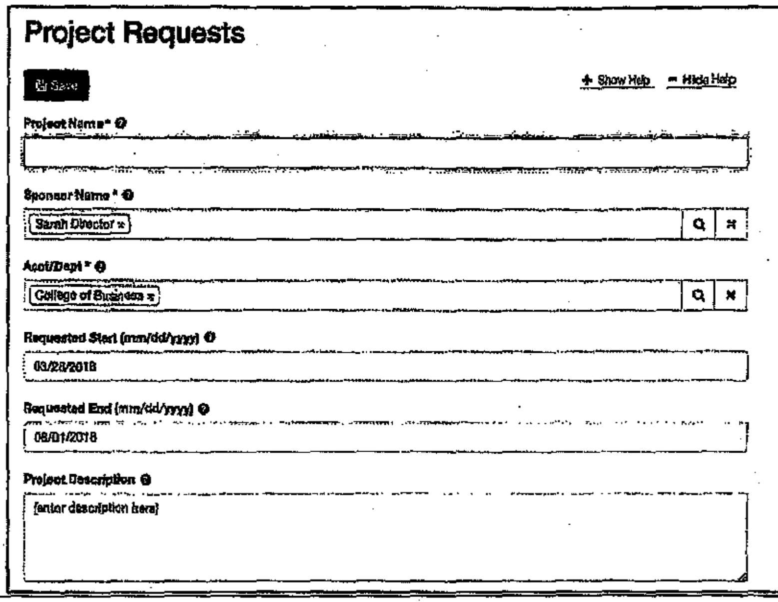


[illegible]		TeamDynamix Response
The knowledge base can be configured for departmentalization (e.g., the system can be customized to display information to end users by department and allow for maintenance of departmental information by that unit's staff or Help Desk staff.)	Pass	TeamDynamix allows you to configure the knowledge base for individual departmental use. Group permissions are used to segment what articles a person can access.

[illegible]		[illegible]
Knowledge base has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Pass	Schools have the ability to create custom reports displaying information derived from service catalog usage.

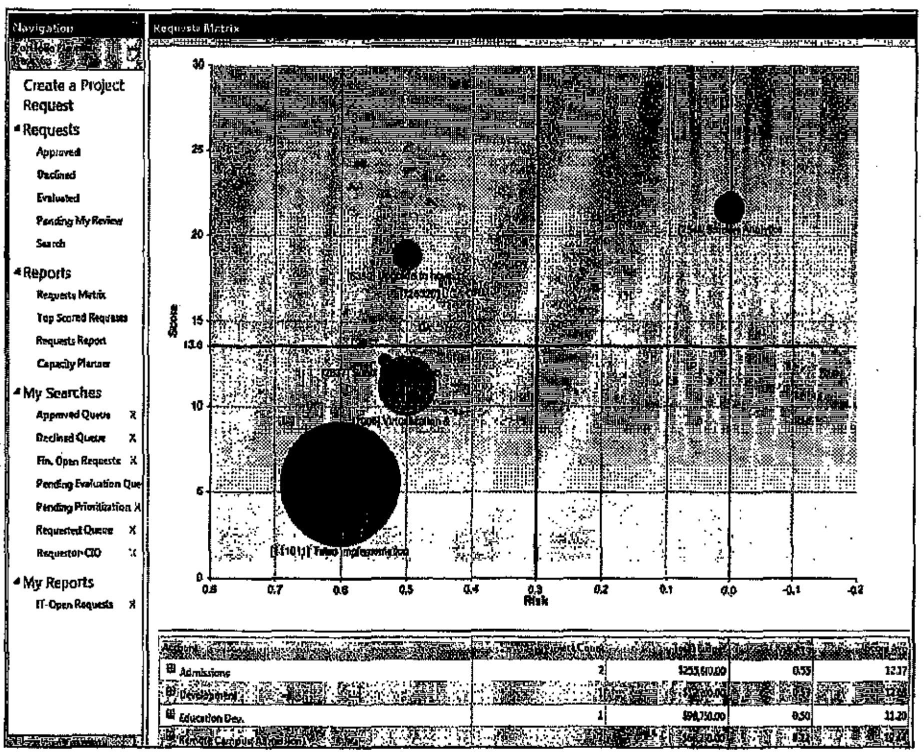
[illegible]		TeamDynamix Response
System can manage college wide ITS project portfolio (e.g., has the ability for end users to enter proposed projects by submitting charters to the Project Management Office.)	Pass	End users have the ability to enter a proposed project via the Service Catalog or from within the TDX solution if desired. Project request forms and business case sections are configurable enabling schools to capture as much information upfront and during the governance process as needed.

Example of an end user Project Request form:



[illegible]		TeamDynamix Response
The portfolio system has a ranking system (e.g., the college can build a custom ranking system that allows for group(s) to rate and prioritize proposed projects.)	Pass	There are multiple prioritization mechanism within the Portfolio Planning module that weigh and prioritize projects based upon subjective and/or objective variables that include; configurable **custom metrics, score, resource demand** required by a potential project vs. resource availability, **anticipated cost, risk**, and alignment with **strategic objectives** among others. These settings are easily customized and done so as part of the rollout process. TeamDynamix also trains the client on how to adjust these configurations should they need to do so in the future. Lastly, these prioritization mechanisms can be overridden if the client chooses to do so.

TDPortfolio Planning's request comparison matrix is an example of how the solution provides reports to compare project requests using a similar lens. This particularmatrix will allow users to compare and contrast project request variables such as: **Risk, Score Card, and Strategic Goal Alignment.**



[illegible]	TeamDynamix Response	
Portfolio system is customizable (e.g., the college can add columns, fields, connect to workflow, track project progress, and can be connected to project management tracking.)	Pass	Portfolios in TeamDynamix are groups of projects and project requests. You determine which projects are in each portfolio that you create. Columns, fields workflow are all customizable within project management. Tracking portfolio progress is done out of the box, once your portfolios are set up.

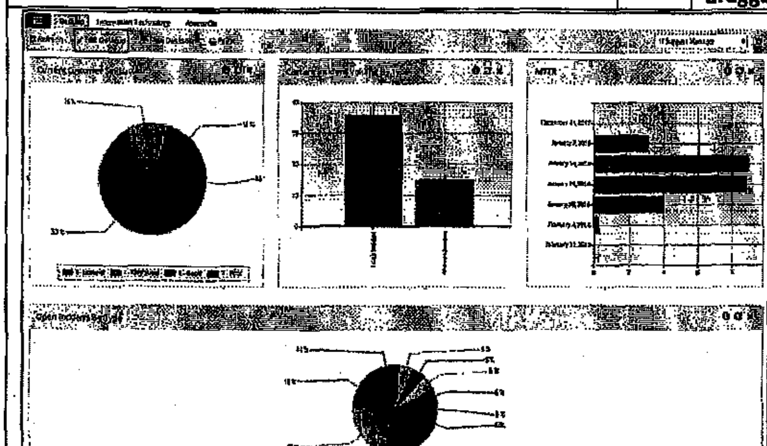
[illegible]	TeamDynamix Response	
Portfolio management allows group review (e.g., the portfolio system allows for ITS governance review and commentary as input to ranking and prioritization.)	Pass	TeamDynamix provides governance groups with the ability to update scoring information collected within the project request as well as document their commentary if desired.

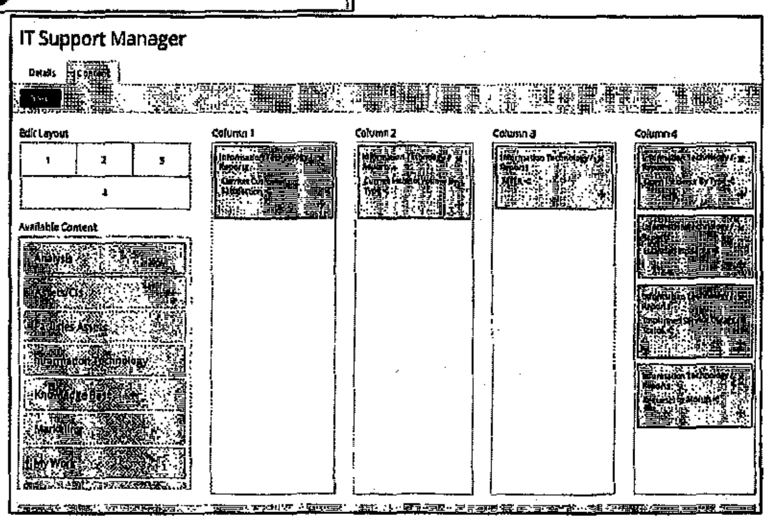
[illegible]	TeamDynamix Response	
Portfolio system has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Pass	TeamDynamix is loaded with out of the box reporting and provides a powerful report builder which enables users to build the reports and dashboards they need to make confident decisions and where to focus their resources.

[illegible]	TeamDynamix Response	
Online dashboards are provided "out of the box" and can be customized (e.g., the college can stand up canned dashboards, then customize them to provide college specific information. The dashboards can drill down to departmentalized data and move upward to campus and college wide dashboards.)	Pass	TeamDynamix has several out of the box dashboards that can be customized to meet your needs. Dashboards can be set up to display college wide information as well as more granular departmental information. **All dashboards in TeamDynamix can be published for public consumption as necessary. This feature is a toggle on / toggle off configuration and adds no additional cost to the school to use.**

[illegible]		TeamDynamix Response
The college can lock down certain dashboard views (e.g., the college can create custom dashboards that are not customizable by end users or that restrict certain views to specific individuals or departments.)	Pass	TeamDynamix supports the ability for colleges to create custom dashboards that are not customizable by client users. Furthermore, a client user's access to certain dashboards can be limited at the school's discretion.

[illegible]		TeamDynamix Response
End users can customize their personable dashboards (e.g., the end users of the system can change their dashboard themselves to focus on their key issues where not locked down by the college.)	Pass	Technician have the ability to customize their dashboards and create multiple dashboards as well. **Below are two screen shots. One shows the quick button to edit a desktop and the other shows the edit desktop screen. All modules/reports can be dragged and dropped into the desired location.**





[illegible]		TeamDynamix Response
Dashboards can be downloaded (Dashboard data and images can be downloaded to be used in distribution in meetings or used in presentations.)	Pass	Dashboard data and images can be exported to excel or PDF and distributed as necessary.

[illegible]		TeamDynamix Response
Vendor provides training services (e.g., vendor provides on-site, webinar and printed training materials for college faculty and staff.)	Pass	Our standard implementation process includes full on-site, end-user training led by a TeamDynamix instructor. TeamDynamix offers a full, online "TDX Academy" and Knowledge Base populated with training material and videos.

[illegible]		TeamDynamix Response
Vendor maintains a Help Desk (e.g., To allow college systems administrators to submit documented help requests and document issues through completion.)	Pass	TeamDynamix provides an online help and knowledge repository including the ability to submit help tickets. Additionally we offer live support M-F 8AM – 5PM Feel free to visit our support site at: www.Solutions.teamdynamix.com

[illegible]		TeamDynamix Response
Vendor guarantees quality of service via a Service Level Agreement (SLA.)	Pass	We do and our SLAs can be found in this RFP. Please reference the table of contents for its exact location.

[illegible]		TeamDynamix Response
System gathers project request requirements (e.g., system is customizable to allow for custom data to be captured about the project.)	Pass	You can configure project request intake forms to capture whatever information you wish from the requester. Additionally, TeamDynamix provides colleges with an out of the box business case structure to help vet projects through the governance process.

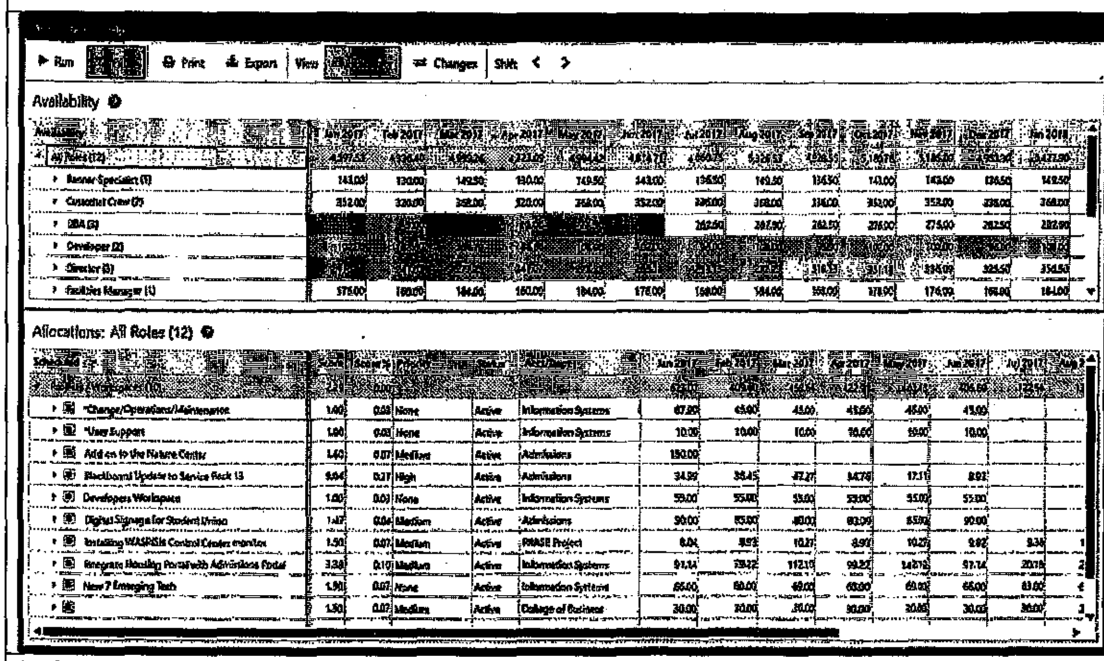
[illegible]	TeamDynamix Response	
System manages resource allocation (e.g., the system is capable of tracking people, time, budget and equipment.)	Pass	System can track resources (people), time and budget on a project. Equipment is tracked in our asset application.

Forecasted roles on a project request:

●Months ○Weeks

Primary Role	Cost Rate	Total Cost	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
DBA	$75.00	$65,625.75	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
DBA	$75.00	$83,750.75	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Project Manager	$85.00	$96,563.40	50.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			150.00	0.00	0.00	0.00	0.60	0.00	0.00	0.00	0.00	0.00

Resource management via capacity planner:



Budget can be tracked on an individual project:

Expense Accounts (4)

Budget: $1,000,000.00

Expense	Account	Billable	Active	Rate	Est Amt	Act Amt	Edit	Delete
Maintenance	MTC	True	True	$0.00	$0.00	$150,000.00	Edit	
Outside Consulting Services	OCS	True	True	$0.00	$0.00	$0.00	Edit	Delete
Software	SW	True	True	$0.00	$0.00	$0.00	Edit	Delete
Travel	TVL	True	True	$0.00	$0.00	$0.00	Edit	Delete
					$0.00	$150,000.00		

Budgets can be tracked across a portfolio of Projects:

Budget Performance (12)

Thu 2/15/18 2:52 PM

Name	Budget	Budget Used	Budget Remaining	Time Budget
Integrate Housing Portal with Admissions Portal	$493,500.00	$156,502.50	$336,997.50	$224,000.00
Enrollment Reporting Enhancement	$71,250.00	$94,573.00	($23,323.00)	$21,250.00
Custom Application Development (Agile)	$495,000.00	$22,200.00	$472,800.00	$110,000.00
Developers Workspace	$0.00	$0.00	$0.00	$0.00
*Change/Operations/Maintenance	$0.00	$164,040.00	($164,040.00)	$0.00
*User Support [illegible]	$0.00	$89,720.50	($89,720.50)	$0.00
Building Renovation - Ryors Hall	$1,000,000.00	$159,540.00	$840,460.00	$0.00
New Construction - Jennings Hall	$10,500,000.00	$425,000.00	$10,075,000.00	$0.00
New Landscaping - Campus Green	$750,000.00	$138,000.00	$612,000.00	$0.00
Enterprise Backlog	$0.00	$0.00	$0.00	$0.00
Conclavity Implementation Project	$1,340,000.00	$0.00	$1,340,000.00	$90,000.00
Painting Faculty Offices Building D	$60,000.00	$0.00	$60,000.00	$15,000.00
	$14,709,750.00	$1,249,576.00	$13,460,174.00	$460,250.00

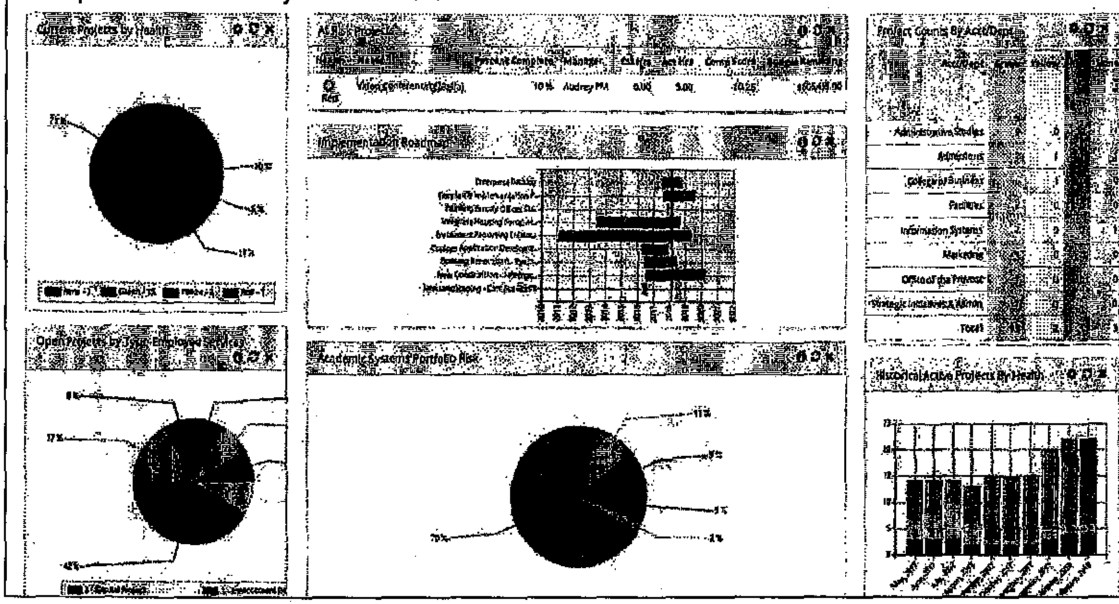
Page 1

		TeamDynamix Response
System allow project staff to update projects (e.g., staff can document activities, status, time and effort and other data regarding their work on the project.)	Pass	Project team members will have the ability to update task status, time and effort, as well as other project related processes using TeamDynamix's project tools.

		TeamDynamix Response
Project management system has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Pass	TeamDynamix's Project management application supports the ability to create custom reports.

[illegible]		TeamDynamix Response
The project management system has customizable dashboards. (e.g., the college can customize a dashboard to report on projects status, cost, asset and staff utilization, progress on milestones and toward completion.)	Pass	Project management has the ability to customized dashboards to provided user with the data they require.

Example of a custom Project Dashboard



[illegible]		TeamDynamix Response
The system allows the college to manage its assets (e.g., the college can create custom fields, workflows, etc. to capture its assets.)	Pass	TeamDynamix includes a fully functional asset management application with customization ability and reporting built in.

[illegible]		TeamDynamix Response
The system can track assets by multiple views (e.g., assets can be viewed by type, cost, departmental deployment and age. In addition, it can flag equipment for replacement and on disposal. System can calculate depreciation and current value of all assets.)	Pass	Asset records can be displayed in multiple ways: 1. Custom searches 2. OOTB Dashboard reports 3. Custom reports. All out of the box fields and custom attributes **(unlimited)** can be displayed or used for filtering purposes. Depreciation and current value can easily be obtained using our included Excel Reporting Add-In which allows a user to import your TDNext Report Builder reports directly into Excel, thus allowing for enhanced analysis/reporting capabilities of the TeamDynamix reports. All functionality from Excel will now be applied to your TeamDynamix reports and information can be displayed any way that your stakeholders would prefer.

[illegible]		TeamDynamix Response
Asset management system has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Pass	The TeamDynamix asset application includes a powerful, easy to use report builder for custom report creation.

What type of report would you like to create?

Asset Report

Contracts Report

Configuration Items Report

End of Text for Exhibit D

EXHIBIT

E

EXHIBIT E
Payment Terms and Conditions

1. General Payment Terms

a. Consultant shall prepare and present an invoice to the College for payment by the College. Claims shall be documented by sufficient, competent and evidential matter. Payment by the College will be made within thirty (30) days after approval by the College.

b. Consultant agrees that it shall be entitled to no more than the fees set forth in this Exhibit E for the completion of all work, labor and services contemplated in this Agreement.

c. The charges payable to Consultant under this Agreement are exclusive of federal, state and local taxes, the College being exempt from payment of such taxes.

d. The acceptance by Consultant of full payment of all billings made on the final approved under this Agreement shall operate as and shall be a release to the College and/or County from all claims and liability to Consultant, its successors, legal representatives and assigns, for services rendered under this Agreement.

2. Agreement Subject to Appropriation of Funds

This Agreement is subject to the amount of funds appropriated and any subsequent modifications thereof and no liability shall be incurred by the College and/or the County under this Agreement beyond the amount of funds appropriated for the Services covered by this Agreement.

3. Limit of College's Obligations

The maximum amount to be paid by the College as set forth on the cover page of this Agreement shall constitute the full obligation of the College in connection with this Agreement and any matter arising therefrom.

4. Specific Payment Terms and Conditions

See Consultant's Cost Proposal, annexed hereto as ATTACHMENT 2.

Attachment 2

ATTACHMENT 2

V. Cost Proposal

i. Licensing and Service Fees

Named User Licenses: TeamDynamix has an active named user license model so every internal process user will have to have a license type associated with their access. Based on the information SCCC provided within the RFP and associated amendments, we estimated the quantity and license types needed for a successful implementation.

Basic Services: All requirements in the Basic Services section are covered by the licensing and Professional Services quote below.

Optional Services:

1. **Included in Licensing** –
    a. Service Level Agreement (SLA)
    b. The Company shall provide ongoing maintenance and support of the system.

2. **Included in Professional Service Fees**
    a. Phased Implementation
    b. Confidentiality and Security of Data
    c. Immediately upon execution of a contract, TeamDynamix shall provide an ITSM system for use by SCCC
    d. TeamDynamix will provide training to College staff
    e. TeamDynamix will provide technical support for SCCC during the implementation of the system.
    f. Systems Analysis and Design
    g. System Building and Configuration (Joint effort between TeamDynamix and SCCC **during the implementation**)
    h. System Testing and Remediation (Joint effort between TeamDynamix and SCCC **during the implementation**)
    i. End-User Training **(During implementation)**

3. **Included in Managed Services** (a detailed description of all available services can be found in the Optional Managed services program section below)
    a. System Building and Configuration (**Post implementation**)
    b. System Testing and Remediation (**Post implementation**)
    c. End-User Training (**Post implementation**)

This is an **optional post implementation service**, however, we felt SCCC may find the service useful because it mitigates the risk of SCCC losing key TDX system administrative personnel by outsourcing administration to a dedicated TDX rep.

A detailed description of the optional managed service programs as well as the license type descriptions can be found on the pages following the below pricing proposal.

License Pricing-60 Month Agreement

Cost Items	Counts	Discounted License Price	Year 1	Year 2	Year 3	Year 4	Year 5
Enterprise User	16	$659	$10,544	$10,860	$11,186	$11,522	$11,867
Technician User	51	$414	$21,114	$21,747	$22,400	$23,072	$23,764
		Discounted License Totals:	$31,658	$32,608	$33,586	$34,594	$35,631

Professional Services Fees Related to Implementation (typically delivered within 4 months of signature)

Cost Items		Year 1
Combined ITSM & PPM Implementation		$35,000
SaaS Instance Setup Fee		$2,500
Process Consulting		$12,000
	Professional Services Totals:	$49,500

(Optional) Managed Services **20 Hours Per month**

Cost Items	Mthly Cost	Year 1	Year 2	Year 3	Year 4	Year 5
Managed Services (Optional)	$2,000	$24,000	$24,000	$24,000	$24,000	$24,000
	Managed Services Totals:	$24,000	$24,000	$24,000	$24,000	$24,000

	Year 1	Year 2	Year 3	Year 4	Year 5
Total Cost:	$105,158	$56,608	$57,586	$58,594	$59,631

***Travel expenses** are the responsibility of the Client (on site trips may include two analysts) and billed per most recent GSA guidelines. Travel expenses will be charged at the actual rates, will be subject to client approval and will not exceed state mandated per diems

**Pricing reflects a commitment of the term indicated. Should any superseding terms and conditions, including termination clauses, shorten the length of the term commitment then TDX shall have the right to retroactively adjust pricing to the appropriate term discount for the adjusted term.

Add-On License Fees	Year 1	Year 2	Year 3	Year 4	Year 5
Enterprise User	$659.00	$678.77	$699.13	$720.11	$741.71
Technician User	$414.00	$426.42	$439.21	$452.39	$465.96
Student Technician User	$194.00	$199.82	$205.81	$211.99	$218.35

Payment Structure:

Licensing Invoice Schedule:

1. The first payment of **$31,658** will be invoiced upon execution of this Agreement and will be due net 30.
2. The second payment of **$32,608** will be invoiced on the 12 month anniversary of the dated of this Agreement and will be due net 30.
3. The third payment of **$33,586** will be invoiced on the 24 month anniversary of the date of this Agreement and due net 30.
4. The fourth payment of **$34,594** will be invoiced on the 36 month anniversary of the date of this Agreement and due net 30.
5. The fifth payment of **$35,631** will be invoiced on the 48 month anniversary of the date of this Agreement and due net 30.

Managed Services Invoice Schedule:

1. The first payment of **$24,000** will be invoiced 6 months from agreement execution or the completion of the implementation, whichever comes first, due net 30.
2. The second payment of **$24,000** will be invoiced on Dec. 1st, 2019 and will be due net 30.
3. The third payment of **$24,000** will be invoiced on Dec. 1st, 2020 and will be due net 30.
4. The fourth payment of **$24,000** will be invoiced on Dec. 1st, 2021 and will be due net 30.
5. The fifth payment of **$24,000** will be invoiced on Dec. 1st, 2022 and will be due net 30.

Professional Services Invoice Schedule:

1. One third **(33%)** of total professional services fees following the implementation planning phase or four weeks after the contract execution date, whichever comes first.
2. One third **(33%)** of total professional services fees following the completion of configuration of TeamDynamix or eight weeks after the contract execution date, whichever comes first.
3. Remaining percentage **(34%)** of total professional services fees following the completion of End User Training activities or twelve weeks after contract execution date, whichever comes first.

User License Breakdown

	Key Capabilities - What they can do	Key Limitations - What they can't do
Enterprise	Ability to participate in the portfolio planning & governance process, access to all of the out of the box and custom reporting tools, and create /maintain project status, charter, resources and budget information. Users must have an Enterprise license to have full administrative access to maintain system configurations and setting.	No limitations. Common roles would be (but not limited too): executive leadership, directors, administrators, portfolio planners and project managers.
Technician	Technicians can manage every aspect of the ticketing lifecycle with full access to the ticketing application for both help desk and operational tracking functions. Technicians also have the following project related capabilities: Ability to update task, issue and risk information. This includes tracking time, expenses, and status against Tasks, and Issues. Technicians can also create issues, tasks, task plans as well as upload/download project documentation.	Service desk technicians are focused on managing tickets (incidents, Problems, and changes) as well as operational work and project work. The technician cannot access non-ticket related analysis reporting, portfolio planning, financial reporting and resource management tools.
Student Technician	Student technicians have all of the capabilities of the Service Desk Technician but this license is designed specifically for student help desk resources who work 2 days or fewer per week at the help desk.	
Client	Ability to access the client portal and use the service catalog (submit requests), knowledge base, and F & Q. Additionally, they can view relative project information as well as add and update documents, issues and risks.	TDClient users are intended to request work and view work status only. They cannot make updates to tasks, tickets or time.

Optional Manage Services Program

Overview:

TeamDynamix Professional Services provides administrative services to optimize your solution by leveraging the expertise of our Managed Services Consultants. Your virtual administrator can perform all the typical duties of a TeamDynamix administrator to augment your staff and free up your team, allowing your resources to focus on the needs of the institution.
Your virtual administrator is a named resource and is committed to the goals and objectives of your organization. In an environment with constantly pressing demands, growing backlogs, or even the loss of an admin due to job changes, your virtual administrator provides consistent expertise and support.

Managed Services

What are the benefits?

- Help drive adoption of the TeamDynamix solution
- Alleviate internal resource constraints
- Minimize the risk of changes and modifications to your configuration
- Save costs by only staffing the resources needed to administer the solution

How do you engage?

- Managed Services clients are assigned to a named resource. You can contact your resource by making a service request at https://solutions.teamdynamix.com or via the provided resource's telephone extension (Mon-Fri; 8am-5pm EST).
- Managed Services consultants are also available to come on-site for specific engagements, up to four times/year. Please note, travel costs are not included within the Managed Services agreement.

What's it cost/commitment?

- **2000/month** provides you access to a dedicated TeamDynamix Managed Services Team for up to **20** hours/month. You will be assigned a named resource who will serve as your primary point of contact and main TeamDynamix administrator. If you use fewer than **20** hours in a given month, such hours shall expire and shall not be carried forward into another month.
- Excess Expenses: Should you request for TeamDynamix to exceed the **20** hours per month limitation on your use of the Managed Services Consultant, each additional hour above 60 shall be billed at **$225** per hour. You shall pay all travel and reimbursable expenses approved and incurred pursuant to the provision of the Managed Services.
- Your monthly commitment also gives you access to a SQL Developer and Front-End (HTML/Bootstrap) Developer

What's included?

- Managed Services consultants provide a complete list of services to fully maintain your TeamDynamix solution, including user administration, End-User Training, Report Creation, Workflow Configuration, and integration. A complete list of services can be found in the Appendix below. Your Managed Services Consultant will not provide the Support Services described in Exhibit B to that certain Terms and Conditions Installed Solution Agreement, dated [DATE], by and between the parties.

Appendix – Complete List of Managed Services

Administration Tasks	Description
Users	Create, update, and deactivate users
Customers	Create, update, and deactivate customers
Security Roles	Create and update system security roles
User Groups	Create, update, and deactivate user groups and user group settings
Functional Roles	Create, update, and assign functional roles, including rate information
Resource Pools	Create and update resource pools, including manager approval assignments
Standard Attributes	Create, update, and deactivate standard attributes of all types (e.g. Account/Department)
Custom Attributes	Create, update, and deactivate custom attributes of all types, including the maintenance of attribute choices
Client Portal Styling (HTML/Bootstrap Development)	Apply branding/images/pages to the Client Portal and its content
Locations	Create, update, and deactivate institutional locations (building/room)
Configuration Management	Create, update, and deactivate configuration item types and relationships
Days Off	Create and update global days off
Desktop Templates	Create, update, and distribute desktop/dashboards to users
Time Accounts	Create, update, and deactivate time accounts
Expense Accounts	Create, update, and deactivate expense accounts
Notifications	Modify and enable custom notification template, including content and styling
Tags	Create, update, and deactivate search tags

Reporting	Description
Reports	Create, modify, and share reports
Dashboards	Create, modify and distribute reports via desktops/dashboards
Schedules	Create and modify report distribution/email schedules

Custom Report Sources (SQL Development)	Create and maintain custom report sources

Service Catalog	Description
Services	Create, update, and deactivate services within the service catalog
Service Categories	Create, update, and deactivate service catalog categories
Service Permissions	Manage service and service category visibility permissions
Related Articles	Create, update, and modify service to knowledge article relationships

Knowledge Base	Description
Articles	Build, format, and deactivate knowledge base articles
Article Categories	Create, update, and deactivate article categories
Article Permissions	Manage article and article category visibility permissions

Training	Description
End-User Training	Instructor-led virtual or on-site training on Teamdynamix for end-users
Training Videos	Create and update TeamDynamix training videos for end-users
Training Job Aids	Create and update TeamDynamix job aids for end-users

Project & Portfolio Management	Description
Project In-take Workflow	Create, update, and modify project request workflows for managing in-take
Project Scoring	Create, update, and modify the project scoring tool for request evaluation
Resource Management	Create and update resource approvals, capacity estimates, and roles for resource management
Project Portfolios	Create and update project portfolios for enhanced project reporting

Surveys	Description
Satisfaction Surveys	Create, update, and deactivate service desk satisfaction surveys
Project Lesson Learned Surveys	Create, update, and deactivate project lesson learned surveys
Survey Report	Create and distribute survey result data

Integrations	Description
Bomgar	Integrate Bomgar with TeamDynamix

Single Sign-on	Configure and update authentication settings to allow single sign-on
LDAP	Configure and update LDAP settings to allow for LDAP-based authentication
Email Service	Configure and update the email service for ticket processing
API development/integration	Assist client developers with API integrations to TeamDynamix

Service Management	Description
Workflow	Create, update, and maintain ticket workflow, include web services integrations
Task Templates	Create, update, and maintain ticket task templates
Ticket Templates	Create, update, and distribute ticket templates
Ticket Settings	Modify ticket settings as methodologies mature
Response Templates	Create and update ticket response templates for end-users
Service Level Agreements	Create, update and deactivate service level agreement settings
Ticket Searches	Create, update, and deactivate ticket searches

ii. Basic and Optional SOW

Proposed Statement of Work for Suffolk County CC

Introduction

CLIENT wishes to implement TeamDynamix in order to take advantage of its best-in-class Project and Portfolio Management (PPM) and IT Service Management (ITSM) capabilities.

The capabilities of the TeamDynamix application which shall be implemented include:

- Standard SaaS Deployment
- TeamDynamix Foundations
- Incident Management and Service Request Fulfillment
- IT Service Change Management
- Service Catalog
- Knowledge Base
- Asset Management
- Project Management
- Project Request Management and Scoring
- Resource Management

Solution Environment

- TeamDynamix Software-as-a-Service (SaaS)

Project Timeline

TeamDynamix and CLIENT will work together to coordinate specific dates once the Statement of Work has been fully executed. Projects typically begin on or about 4 weeks after the PSA has been fully executed.

Departments Included

The following departments are considered in-scope for this implementation: Information Technology.

Key Contacts

TeamDynamix

Name: Aaron Crane

Title: Vice President of Professional Services

Phone: 614-340-3342

Email: acrane@teamdynamix.com

TeamDynamix Implementation - Scope of Services

TeamDynamix Professional Services shall create one **SaaS-based environment** for CLIENT.
The TeamDynamix environment shall be accessible at **https://CLIENTDOMAIN.teamdynamix.com.** Initial user accounts for the implementation team shall be created following the kick-off meeting, once core team members have been identified.
TeamDynamix Professional Services will facilitate a **project planning session** to help CLIENT prepare for the implementation. An initialization packet shall be provided to CLIENT prior to the meeting. CLIENT should complete the packet prior to the planning session. Following the project planning session, TeamDynamix Professional Services will create an implementation plan for the team to follow.
The TeamDynamix consultants assigned to the CLIENT's implementation will create a project within the TeamDynamix Entity for purposes of **tracking the progress of the implementation.** TeamDynamix will work with the CLIENT's resource that has been designated as the project manager for the implementation to appropriately plan the timeline of the rollout. The finalization of the timeline will occur following the TeamDynamix Foundations review. It is after this time that a configuration-related task list will also be made available to the CLIENT implementation team. The CLIENT is responsible for the management of the CLIENT-specific resources.
TeamDynamix Professional Services consultants will **regularly participate in CLIENT status meetings** as the implementation progresses, providing configuration support and input on processes. The CLIENT is responsible for attending status meetings and ensuring CLIENT-assigned tasks are completed.
TeamDynamix Professional Services shall review the activities associated with **user management.** Activities include a review of: user creation/modification; user deactivation; group membership; application and security roles; manual/Excel-based People Imports; and Self-registration. TeamDynamix shall demonstrate each activity and collaborate with CLIENT on how best to apply the user management capabilities within its environment. CLIENT is responsible for actively participating in the discussion and review sessions centered on user management. Additionally, CLIENT is responsible for identifying the source of user information and the final entering of user accounts into the application. TeamDynamix will manually enter up to 10 user accounts with the CLIENT to ensure a successful knowledge transfer. Should CLIENT decide to manually import records, CLIENT is responsible for the actual data extraction from master source into a provided template. TeamDynamix will review data with CLIENT prior to import for accuracy.

TeamDynamix Professional Services consultants shall facilitate **configuration design session to review the CLIENT's business processes, desired goals and objectives, and critical success factors.** TeamDynamix will share insights based on industry knowledge and other Higher Education implementations. The goal of the session is to produce a feasible approach to configuring the TeamDynamix application so that it meets the CLIENT's business requirements. TeamDynamix Professional Services consultants focus on transferring best practice knowledge to the CLIENT resources related to configuring the application so that CLIENT may meet its objectives. The CLIENT is responsible for assembling a core implementation team to work with the TeamDynamix Professional Services consultants and share information related to the CLIENT's business environment. TeamDynamix and the CLIENT will share the configuration responsibilities of the tool. This is accomplished by TeamDynamix demonstrating how to perform configuration tasks and monitoring the CLIENT's progress. The CLIENT is responsible for final configurations.
TeamDynamix Professional Services will work with the CLIENT to configure the TeamDynamix **Email Monitoring service.** The Email Monitoring service creates tickets from inbound email messages and/or processes replies to outbound notifications throughout the system (e.g. replies to project status notifications). In order to leverage this capability, CLIENT must provide an IMAP-enabled email account to which the service can connect. Instructions and prerequisites shall also be provided by TeamDynamix during the implementation.
TeamDynamix Professional Services shall review the activities associated with the **file-based people import API** so that CLIENT can develop an automated synchronization process between TeamDynamix and its master user source. Activities include a review of: API location and documentation; capabilities of the API; API authentication; and a review of the import job tools within the application. Alternatively, TeamDynamix has a file import listener utility that can be deployed in the CLIENT environment and pickup a dropped file (e.g. CSV, XLS). TeamDynamix can review and assist with the deployment of this utility if this is the desired approach. CLIENT is responsible for providing an Engineering-related resource to develop the actual integration to the API or an Infrastructure-related resource to deploy the file import listener.
TeamDynamix Professional Services shall review the **LDAP authentication configuration** options during the implementation. TeamDynamix Professional Services will work with CLIENT technical resources to implement LDAP authentication and provide instruction on how the TeamDynamix application must be configured. The CLIENT is responsible for providing and configuring LDAP within its environment. CLIENT must provide a security/identity management representative to perform configuration tasks specific to the CLIENT's environment. TeamDynamix is not responsible for installing or configuring systems within the CLIENT environment related to Identity Management.

TeamDynamix Professional Services shall review the application's capabilities centered around **Incident Management and Request Fulfillment.** Activities include a review of: Services and categories; Ticket types and categories; Status codes and classifications; Accounts/Departments; Ticket Forms; Classifications; Standard and Custom attributes; Service Level Agreements; Notification templates; Ticket and Task Templates; Response templates; and Satisfaction Surveys. TeamDynamix shall demonstrate each activity and collaborate with CLIENT on how best to apply these capabilities within its environment. TeamDynamix shall provide support during the configuration of Incident Management and Request Fulfillment-capabilities by CLIENT to ensure successful configuration. The CLIENT is responsible for actively participating in the discussion and review sessions and sharing information about current processes and desired future state. The CLIENT shall also provide access to systems and resources familiar with the environment so that key decisions can be made related to the configuration of TeamDynamix. TeamDynamix Professional Services will ensure the CLIENT understands how to configure the capabilities listed above (if applicable to environment). However, the CLIENT is also responsible for the final configuration of TeamDynamix as it relates to the Incident Management and Service Request Fulfillment capabilities.
TeamDynamix Professional Services shall review the **assignment and workflow capabilities** of the application. Activities include a review of: Automation rules; Assignment and escalation criteria; workflow step types; workflow connectivity; approval and rejection options; and classification promotion. TeamDynamix shall demonstrate each activity and collaborate with CLIENT on how best to apply the assignment and workflow capabilities within its environment. The CLIENT is responsible for actively participating in the discussion and review sessions and sharing information about current and desired workflow rules. TeamDynamix Professional Services will ensure the CLIENT understands how to configure the capabilities listed above (if applicable to environment). However, the CLIENT is also responsible for the final configuration of TeamDynamix as it relates to workflow capabilities.
TeamDynamix Professional Services shall review the application's capabilities centered around **Change Management.** Activities include a review of: change tickets, parent/child ticket relationships; using workflow to create a change review process; maintenance activities; and change approval functionality. TeamDynamix shall demonstrate each activity and collaborate with CLIENT on how best to apply the Change Management capabilities within its environment. TeamDynamix shall provide support during the configuration process to ensure success. The CLIENT is responsible for actively participating in the discussion and review sessions centered on Change Management and for the actual creation of its Change Management business processes. TeamDynamix Professional Services will ensure the CLIENT understands how to configure the capabilities listed above (if applicable to environment). However, the CLIENT is responsible for the final configuration of TeamDynamix as it relates to Change Management.

TeamDynamix Professional Services shall review the out-of-the-box capabilities centered around **Asset Management.** Activities include a review of: Asset creation, asset relationships; product model/type configuration; vendor configuration; blackout and maintenance windows; linking tickets and assets; and asset reporting. TeamDynamix shall demonstrate each activity and collaborate with CLIENT on how best to apply the Asset Management capabilities within its environment. TeamDynamix shall provide support during the configuration process to ensure success. Additionally, TeamDynamix will work with the CLIENT to synchronize assets from it's inventory management system. TeamDynamix will configure and deploy its Asset Synchronization tool within the CLIENT environment. The synchronization tool is designed to connect to a data source of asset information (i.e. table/view) and then create/update asset records in TeamDynamix. The CLIENT is responsible for actively participating in the discussion and review sessions centered on Asset Management and for the actual creation of its Asset Management business processes. Final configuration of the features relating to Asset Management within TeamDynamix are the responsibility of the CLIENT. CLIENT must also provide a data source of Asset information to which TeamDynamix can connect, in addition to a Windows server (virtual or physical) for running/scheduling the synchronization tool.
TeamDynamix Professional Services shall review the application's capabilities centered around **Knowledge Management.** Activities include a review of: article and category creation; article import; article and category visibility permissions; article review; addressing article feedback; and interacting with articles during the ticket management process. TeamDynamix shall demonstrate each activity and collaborate with CLIENT on how best to apply the Knowledge Management capabilities within its environment. TeamDynamix shall provide support during the article creation process by CLIENT to ensure successful configuration. The CLIENT is responsible for actively participating in the discussion and review sessions and sharing information about current Knowledge Management practices. TeamDynamix Professional Services will ensure the CLIENT understands how to configure the capabilities listed above (if applicable to environment). However, the CLIENT is responsible for the final configuration of TeamDynamix as it relates to Knowledge Management.
TeamDynamix Professional Services shall review the application's capabilities centered around the **Client Portal**. Activities include a review of: styling and branding; custom pages; public applications; desktop and HTML modules; and RSS/ATOM feeds. TeamDynamix shall demonstrate each activity and collaborate with the CLIENT on how to best apply the Client Portal capabilities within its environment. The CLIENT is responsible for actively participating in the discussion and review sessions centered on the Client Portal. TeamDynamix Professional Services will ensure the CLIENT understands how to configure the capabilities listed above (if applicable to environment). However, the CLIENT is responsible for the final configuration of TeamDynamix as it relates to the Client Portal.

TeamDynamix Professional Services shall review the application's capabilities centered around **Project Management.** Activities include a review of: Project creation; project updates; logging project issues; working with the project Briefcase; adding/removing project team members; adding/removing project stakeholders; project custom attributes; project details sections; project closure process; and working with project surveys. TeamDynamix Professional Services consultants shall demonstrate each activity and collaborate with CLIENT on how best to apply the Project Management capabilities within its environment. The CLIENT is responsible for activity participating in the discussion and review sessions centered on Project Management. TeamDynamix Professional Services will ensure the CLIENT understands how to configure the capabilities list above (if applicable to environment). However, the CLIENT is responsible for the final configuration of TeamDynamix as it relates to Project Management.
TeamDynamix Professional Services shall review the application's capabilities centered around **Project Request/Pipeline Management.** Activities include a review of: Submitting project requests; project request forms; project request collaborators; project request workflows and approvals; project request scoring; project request capacity planning; and project request staffing. TeamDynamix Professional Services consultants shall demonstrate each activity and collaborate with CLIENT on how best to apply the Project Request/Pipeline Management capabilities within its environment. The CLIENT is responsible for activity participating in the discussion and review sessions centered on Project Request/Pipeline Management. TeamDynamix Professional Services will ensure the CLIENT understands how to configure the capabilities list above (if applicable to environment). However, the CLIENT is responsible for the final configuration of TeamDynamix as it relates to Project Request/Pipeline Management.
TeamDynamix Professional Services shall review the application's capabilities centered around **Resource Management.** Activities include a review of: User capacity settings; Functional Roles; Resource Pools; Resource requests and approvals; capacity analysis; Workspace capacity reduction; and Resource reporting. TeamDynamix Professional Services consultants shall demonstrate each activity and collaborate with CLIENT on how best to apply the Resource Management capabilities within its environment. The CLIENT is responsible for activity participating in the discussion and review sessions centered on Resource Management. TeamDynamix Professional Services will ensure the CLIENT understands how to configure the capabilities list above (if applicable to environment). However, the CLIENT is responsible for the final configuration of TeamDynamix as it relates to Resource Management.

TeamDynamix Professional Service shall provide **Administrative training to 1-3 individuals** assigned as TeamDynamix Administrators by CLIENT. Administrative training takes place throughout the configuration stage of the implementation. The TeamDynamix Administrators must be available during this period. **TeamDynamix shall also provide up to three days of training for end-users.** TeamDynamix can lead the training for end-users or provide **"train-the-trainer"** services. The CLIENT is responsible for assigning a TeamDynamix Administrator for the duration of the implementation. CLIENT must also provide access to a training lab so that users have access to computers during the training and for the actual schedule coordination of end-users. It is important to note that the TeamDynamix provided training centers on usage of the application. CLIENT is responsible for communicating and/or training related to business processes.
TeamDynamix Professional Services shall review the **out-of-the-box reports** that are relevant to CLIENT's requirements. Additionally, TeamDynamix shall review the process to **create reports using the configurable Report Builder tool**. Activities include a review of: creating/editing reports; graphing; filtering; sharing reports; scheduling reports; advanced filtering; and adding reports to desktops. The TeamDynamix consultant shall create up to 8 reports for CLIENT using the standard report builder tool within the application. Custom report creation for reporting requirements not covered by the standard report builder are not in-scope. CLIENT is responsible for actively participating in the discussion and review sessions centered on reporting. TeamDynamix Professional Services will ensure the CLIENT understands how to configure the capabilities list above (if applicable to environment). However, CLIENT is responsible for final configurations related to reporting activities.
Following the completion of configuration-related activities, **TeamDynamix Professional Services will perform a test of the configured application.** TeamDynamix recommends that the CLIENT perform user-acceptance testing of the configuration application by coordinating a group of key business users to validate processes against the configured state. TeamDynamix shall support CLIENT during user-acceptance testing and assist with issues, as necessary.
The TeamDynamix implementation consultant will provide **support related to the go-live transition during and up to thirty days after the go-live** to assist users with any issues or questions that may arise. Following that transition period, the CLIENT shall transition to the TeamDynamix Support to ensure consistent and thorough incident resolution. The CLIENT is also responsible for supporting the go-live activities and for communicating to end-users in preparation for the switch to TeamDynamix.

Business Process Consulting - Scope of Services

In addition to the activities related to the TeamDynamix software application, TeamDynamix Professional Services shall also provide business process consulting during the implementation. The purpose of these consulting services is to address business process issues centered around IT service management and project & portfolio management.

The following business process consulting engagements shall be included in the scope of services:

- Focused ITSM Process Introductions

In preparation of undertaking one or more of the primary ITSM processes supported in the TeamDynamix application (Incident Management, Service Request Management, IT Service Change Management, Service Catalog Management, and Problem Management), TeamDynamix Professional Services consultants shall provide training sessions to introduce the processes to IT Staff, the ITSM sponsor, and any ITSM Process champions. The ITSM process-specific training sessions in scope are determined by processes being implemented within the application, as indicated in the summary listing above (i.e. Incident Management, Service Request Fulfillment, Service Catalog, IT Service Change Management, Problem Management).

The training sessions are delivered remotely. The ITSM Sponsor and ITSM Process champion(s) must initially meet with the consultant to provide context. IT Staff should expect to attend a one-to-two hour remote session per ITSM process and to complete post-session exercises to reflect on how the ITSM processes may affect them.

- Process Improvement Coaching

TeamDynamix Professional Services shall provide on-going process improvement coaching to help CLIENT institution build its capabilities in and around IT Service Management, Project & Portfolio Management, and IT Governance. A primary goal of these coaching sessions is to improve the team's ability to perform consultative work and the ability to execute on process implementation and improvement.

The CLIENT must commit to meeting regularly over a period of 3-4 months with the TeamDynamix consultant and identify specific process improvement opportunities to discuss. CLIENT process champions should expect to attend regular meetings and the CLIENT CIO or executive sponsor should plan on participating from time-to-time. All meeting sessions are conducted via remote conferencing. Recommendations for improvements shall be documented and provided to process owners.

Out-of-Scope

The following items are considered out-of-scope:

- Problem Management
- Bomgar Integration
- Time Tracking
- Business Consulting Packages not listed in the Business Process section above
- Conversion of historical data from other applications

End of Text for Exhibit E

EXHIBIT
F

EXHIBIT F
College's Request for Proposals

The College's RFP, R1800002, for IT Services Management System Software, Application Hosting and Consulting Services, advertised February 1, 2018, together with all Addenda thereto, is annexed hereto as Exhibit F.

EXHIBIT F

Request for Proposals (RFP)

for the

IT Services Management System Software, Application Hosting and Consulting Services

Suffolk County Community College

Technical Questions Due: February 15, 2018

Proposer's Conference: N/A

Proposals Due: February 26, 2018, no later than 12:00 p.m.

For additional information, contact:
Seema Menon
Associate Administrative Director of Business Operations
Phone: 631-451-4141
Fax: 631-451-4404
E-mail: menons@sunysuffolk.edu

All Proposals must be signed in ink and accompanied by a signed transmittal letter, County Disclosure SCEX Form 22 and Bid Certification SCPD-7

Proposals must be submitted in a sealed envelope with the RFP number, services, due date and time clearly identified.

Late Proposals Will Be Rejected

Request for Proposal - R1800002 **Advertised February 1, 2018**
Suffolk County Community College
IT Services Management System Software, Application Hosting and Consulting Services

Table of Contents

Section I
Administrative Information

1. Purpose of RFP

Suffolk County Community College (College) invites proposals (Proposal(s)) from qualified companies (Company) to provide an IT Service Management (ITSM) software application (a.k.a., "App", "Platform", "Program", "Web Service") with Cloud based application service provider (ASP) hosting, training and support. These services will be utilized by the College's Information Technology Services (ITS) departments to allow for coordinated ITSM for the ITS organization. The College is seeking proposers who can provide a holistic Information Technology Infrastructure Library (ITIL) centric ITSM service at the College.

The College is looking to implement a complete ITSM system that manages not only Help Desk ticketing, but allows the College to integrate these essential functions for a coordinated approach to managing all IT services: Service Catalog, Knowledge Base, Project Portfolio Management, Workflows, Asset Management with Dashboards and Reporting.

It is anticipated that one contract will be awarded with a term of five (5) years and two (2) additional five-year renewal options to be exercised at the College's discretion. The terms of each option period shall be as mutually agreed upon by both parties.

2. Background Information

The College is a non-resident, public, two-year institution with three campuses (located in Riverhead, Brentwood and Selden) and extension centers located throughout Suffolk County. The College annually enrolls approximately 27,000 students and is a member of the State University of New York (SUNY).

The College has an Office of ITS that is responsible for facilitating College-wide technology strategy and planning, leading digital innovation, managing the College's technology systems and services, and partnering with students, faculty, and staff to use and apply existing and emerging technologies that support, enrich, and transform teaching, learning, research, and administrative processes. Enterprise applications, network infrastructure, campus communications, information security, IT project management, IT operations, and support services fall within ITS. More information on ITS is available at: http://www.sunysuffolk.edu/information-technology-services/.

ITS currently has a number of distinct, sub-department based request/ticket systems in place. While these systems have been sufficient to meet the College's needs for ITS tasks, they are becoming outdated, are not integrated with each other and are capable of handling only basic work orders. This decentralized approach makes it difficult for the ITS organization to quickly assess the overall requests for services and manage them as a whole. The College would like to take the good qualities of the existing ticket systems and replace them with a new ITSM system to further improve organizational efficiencies.

Within ITS several departments operate ticket submission and tracking systems:

The College Project Management Office (PMO) has a ITS Project Idea Submission form in Office 365, available via the PMO home page: http://www.sunysuffolk.edu/information-technology-services/project-management-office/ In addition the PMO has an overview of its workflow at the following address: https://sunysuffolk.sharepoint.com/:w:/r/CIS/_layouts/15/WopiFrame.aspx?sourcedoc=%7Bda0ec62e-d501-488f-ad2c-af7ff7bf18c4%7D&action=view

Enterprise Systems uses an Access Database named the "1002 System" connected via a form on the College MS-Exchange email system for employees.

The Infrastructure Office has three ticket submission vehicles: Networking and Telecommunications Service Request: http://depthome.sunysuffolk.edu/Central/CSS/InfoTech/network.asp , Directory Change Requests via a PDF form available internally on the college portal. In addition, service requests for the non-Network/Telecommunications area within Infrastructure Office share the 1002 System with Enterprise Systems.

Desktop Services has a Service Request Form: http://depthome.sunysuffolk.edu/Central/CSS/survey/srform.asp .

At present, the Office of Vice President for Information Technology Services/CIO, the Office of Information Security and the IT Operations Office have no online ticket systems. All requests for services come in via meetings, email and phone calls.

The College's Center for Innovative Pedagogy (CIP) is another central organization at the College with responsibilities for distance education and providing academic IT leadership. Further information on CIP and online learning at the College are found at http://sunysuffolk.edu/explore-academics/online-education/index.jsp. CIP's mission, goals, and outcomes are listed at: http://www.sunysuffolk.edu/About/2821.asp. CIP operates an Academy for faculty teaching courses using Blackboard and provides training and resources on accessibility in online course content.

CIP has two Help Desk systems: The first system is run by SUNY Central Administration's Open SUNY Program for all campuses they provide the Blackboard system to. This is Footprints, located at: https://service.sunyconnect.suny.edu/MRcgi/MRhomepage.pl?USER=&PROJECTID=16&MRP=0&OPTION=none&WRITECACHE=1&FIRST_TIME_IN_FP=1&FIRST_TIME_IN_PROJ=1&dispatch_script=MRlogin.pl& The second system is FreshService, a web hosted solution. Students and Faculty are told to email bbsupport@sunysuffolk.edu and this generates an automated ticket. The reason for the overlap is that Open SUNY's Help Desk has evening and weekend hours, where the college has no staff to support FreshService at those times. The Open SUNY Help Desk staff are trained and know when to hand issues off to CIP/bbsupport. It is anticipated that the Open SUNY Help Desk will remain in place permanently.

Hands-on delivery of academic support is the responsibility of each campus's Educational Technology Unit (ETU). These operations report up through their campus administrative structure and are primarily responsible for IT in academic labs and classrooms, but also work with campus leadership on overall technology planning. The three campuses maintain individual websites at:

Ammerman (Selden, NY) Campus: http://department.sunysuffolk.edu/AcademicComputingCenter-Ammerman_A/8305.asp

Grant (Brentwood, NY) Campus: http://department.sunysuffolk.edu/EducationalTechnologyUnit-Grant_G/index_8966.asp .

Eastern (Riverhead, NY) Campus: http://department.sunysuffolk.edu/EducationalTechnologyUnit_E/index.asp

Each Campus provides information on how to contact them for support via information on their web page. Ammerman Campus lists email addresses to contact staff, Eastern Campus shares the FreshService system with CIP and Grant Campus has instruction on their web page on how to 'Report a Problem.'

Finally, the Office of Planning and Institutional Effectiveness also shares the FreshService system with CIP. At present they are completing user testing prior to launching direct access to the college to submit work requests.

The College and more directly, the ITS departments are committed to ITIL/ITSM and seek a respondent that can provide a unified solution within a single system to improve upon their existing services.

3. Coordinating Departments

i. Prior to Award of Contract

The College's Office of Business and Financial Affairs (contact listed below) is responsible for coordinating the issuance of the RFP.

Contact: Seema Menon
Associate Administrative Director of Business Operations
Suffolk County Community College
533 College Road, Rm. 16, NFL Building
Selden, New York 11784-2899

Tel: (631) 451-4141
Fax: (631) 451-4404
E-mail: menons@sunysuffolk.edu

ii. After Award of Contract/Prior to Execution of Contract

The College's Office of Legal Affairs will be responsible for coordinating with Company regarding the negotiation and execution of the contract.

After Execution of Contract

The Office of Business and Financial Affairs is responsible for administration of Company's contract, including payments.

4. Evaluation Committee

A College Evaluation Committee will make the final selection of Company. The Evaluation Committee will include, but not be limited to individuals in the following roles:

- College Assistant Dean/Excelsior Program Liaison
- College Associate Dean for Student Engagement
- Coordinator of Instructional Technology, Educational Technology Unit
- Information Security Officer
- College Assistant Dean for IT Operations
- Specialist, Information Technology Services
- Programmer Analyst, Information Technology Services

5. Administrative and Technical Questions

a. **Administrative Questions** may be submitted by email to the contact listed in paragraph 3 above.

b. **Technical Questions** must be submitted by email on or before **February 15, 2018 no later than 1:00 p.m.** to the contact listed in paragraph 3 above. The College Evaluation Committee will develop responses to the technical questions. Responses will be issued by the College in the form of an Addendum to this RFP.

c. **Office of Business and Financial Affairs is Sole Contact during RFP Process**

All communications during the RFP process should be directed to the Office of Business and Financial Affairs or, as appropriate, the College's Office of Legal Affairs. Communication with any other College or County employee or any member of the College Evaluation Committee or any incumbent company for the goods and services being procured pursuant to the RFP may be cause for disqualification from the RFP process.

6. Proposer's Conference

No proposer's conference is scheduled.

7. Due Date for Proposals

Proposals must be submitted to the attention of Ms. Seema Menon, at the address listed in paragraph 3 above by **February 26, 2018 no later than 12:00 p.m.** In the interest of fairness to all participants, no extensions or exceptions will be permitted, unless issued as an Addendum to this RFP and applicable to all companies.

8. Selection Process

The College will evaluate the submission through a point rating system, set forth below in Paragraph 11. The College may invite firms to make presentations to the Evaluation Committee to demonstrate their qualifications and approach to the project. The final selection will represent the best interests of the College.

9. Award Criteria

Proposals will be evaluated and ranked based on the award criteria below which is further described in Section II. Award Criteria:

		Points
a.	General Qualifications	25
b.	Proposed Services/Products	50
c.	Cost Proposal	25
	Total	100

10. Proposal Submission

a. Number of Copies -

Proposers must submit one hardcopy original **(clearly labeled)** and nine (9) copies of their proposal submission. In addition, Proposers must submit a CD or thumb drive, with the MSWord or PDF format of their original proposal submission in its entirety. Envelopes or boxes containing RFP responses must be clearly labeled with the Proposer's name, due date, number and title of the Request for Proposal. Do not submit proposals that are permanently/perfect bound. Binders 2 inches or below, spiral binding, staples, etc., are acceptable.

b. Proposal Format

Proposals must include the information requested below, and in the order listed. **Each section and sub-section must be separated by tabs that are clearly labeled, and the pages numbered. Further details of the Proposal Submission Format is provided at the end of this section.**

i. Table of Contents

A Proposal Checklist has been provided at the end of this Section I – Administrative Information, to assist with assembly and ensure completeness of the proposal package. This Proposal Checklist must be included as the first item of the Proposal and used as the only Table of Contents.

ii. Transmittal Letter on Company Letterhead

Signed by a corporate officer or an authorized agent of Company

iii. General Qualifications

iv. Proposed Services/Products

v. Cost Proposal:

(1) The Cost Proposal must be included in each proposal (original and copy) submitted.

vi. Requested Changes to Model Agreement

Company should identify any items not set forth in the Model Agreement (reference Section IV) which Company requests be negotiated. **A lack of comments will be considered full acceptance of the contract terms on the part of the Company.**

vii. Form LL52 – Disqualification of Non-Responsible Bidders

One original, signed by a corporate officer or an authorized agent of the Company must be included as a separate and clearly labeled section of the original hardcopy of the Technical Proposal. This Form LL52 is included in the Section V entitled "Forms and Legal Appendices".

viii. FTS Form – Statement of Non-Collusion in Bids or Proposals

One original, signed by a corporate officer or an authorized agent of the Company must be included as a separate and clearly labeled section of the original hardcopy of the Technical Proposal. This FTS Form is included in the Section V entitled "Forms and Legal Appendices".

ix. Local Business Certification Form SCDP-8A (if applicable)

One original, signed by a corporate officer or an authorized agent of the Company must be included as a separate and clearly labeled section of the original hardcopy of the Technical Proposal. Form SCDP-8A is included in the Section V entitled "Forms and Legal Appendices".

x. SCEX Form 22 – Public Disclosure Statement

Three originals, signed by a corporate officer or an authorized agent of Company and notarized, must be included as a separate and clearly labeled section of the original hardcopy of the Technical Proposal. SCEX Form 22 is included in the Section V entitled "Forms and Legal Appendices."

xi. Forms LHE-1 and LHE-2 – Lawful Hiring of Employees

One original, signed by a corporate officer or an authorized agent of the Company must be included as a separate and clearly labeled section of the original hardcopy of the Technical Proposal. These form are included in the Section V entitled "Forms and Legal Appendices".

xii. Living Wage Form LW-1 (Not Applicable Under This RFP)

One original, signed by a corporate officer or an authorized agent of the Company must be included as a separate and clearly labeled section of the original hardcopy of the Technical Proposal. This Form LW-1 is included in the Section V entitled "Forms and Legal Appendices".

xiii. Living Wage Form LW-38 (Not Applicable Under This RFP)

One original, signed by a corporate officer or an authorized agent of the Company must be included as a separate and clearly labeled section of the original hardcopy of the Technical Proposal. This Form LW-38 is included in the Section V entitled "Forms and Legal Appendices".

11. RFP Policies and Procedures

a. All RFP documents are available for download from the Suffolk County Community College' website under the following link:

https://www3.sunysuffolk.edu/About/809.asp

The Office of Business and Financial Affairs has responsibility for maintaining a control list of all potential Proposers. Companies who intend to submit a proposal must complete "Bid-RFP Vendor Registration Form" included in the RFP documents and submit it to the contact person identified in Section I.

b. It is the College's intent to select the Company that provides the best solution for the College's needs.

c. Reference is made to the Model Agreement attached (set forth in Section IV) for the terms and conditions of the Agreement to be entered into, including indemnification and insurance. The Model Agreement is subject to revision arising out of the terms and conditions imposed by law or deemed appropriate by the College's Office of Legal Affairs.

d. This RFP and the Company's response to this RFP, as may be subsequently modified in negotiations with the College, may be included as exhibits in any contracts that the College may execute with Company.

e. The College reserves the right to amend this RFP. The College reserves the right to reject any or all of the proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive formalities, if such action is deemed to be in the best interest of the College. The College reserves the right to request additional information from any Proposer. The College reserves the right to award negotiated contracts to one or more Companies.

f. This RFP is not intended and shall not be construed to commit the College to pay any costs incurred in connection with any proposal or to procure or contract for any services.

g. The decision to award a contract shall be based on Company's ability to provide quality services and products and to comply with all applicable laws, rules and regulations, including without limitation the Local Preference Law and other Suffolk County local laws set forth in Section V entitled "Forms and Legal Appendices."

h. The College is required to comply with the Suffolk County Local Preference Law as amended. This local law establishes a preference for businesses located within Nassau and Suffolk Counties when selecting firms for award of consulting services contract(s). Proposers are encouraged to familiarize themselves with the provisions of this local law as this law may impact the selection process.

i. The award of any contract will be made as judged to be in the best interest of the College. The final selection of the company will be made by the College Evaluation Committee, including but not limited to, the representatives set forth in paragraph 4, entitled "Evaluation Committee" of Section I of this RFP.

j. The College General Counsel acts as counsel to the Evaluation Committee, but does not vote in the selection process.

k. Each Proposal will be examined to determine whether it is responsive to the requirements of this RFP. All responsive proposals will be evaluated in accordance with the criteria set forth herein.

l. While the College is under no obligation to contact companies for clarifications, it reserves the right to do so. Depending on the number and quality of the proposals submitted, the College, at the sole discretion of the College Evaluation Committee, may elect to interview all or some of the companies during the selection process and to request presentations, including demonstrations of products and services.

m. Any documents, web-based information and applications development, or programming delivered pursuant to the contract or procurement must be accessible to users with disabilities, must be compliant with the W3C's Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, and must implement the Web Accessibility Initiative Accessible Rich Internet Applications Suite (WAI-ARIA) 1.0 where applicable for dynamic web content. Any documents created or otherwise delivered to the College by a vendor pursuant to a contract or other written agreement shall be produced with the expectation that the College may, in its sole discretion, elect to place such content on its website. Therefore, any such materials must be created and delivered in a manner consistent with WCAG 2.0 Level AA and WAI-ARIA 1.0. Vendors must provide a VPAT or accessibility testing results for any preexisting software, including third party software, that the vendor is delivering to the College. Vendors must cooperate with the College to address accessibility issues that are identified or arise after execution of the contract or after procurement and must promptly resolve any accessibility issues identified by the College.

TABLE OF CONTENTS

This form MUST be included in your proposal as the only Table of Contents.

PROPOSAL MUST BE SUBMITTED IN THE ORDER LISTED BELOW.

TAB	**ITEM**	**Please check if Included**
VI.	REQUESTED CHANGES TO MODEL AGREEMENT (To be submitted with "Original" proposal only & not with any of the copies)	☐
VII.	FORM LL52 – DISQUALIFICATION OF NON-RESPONSIBLE BIDDERS	☐
VIII.	FTS FORM STATEMENT OF NON-COLLUSION (To be submitted with "Original" proposal only & not with any of the copies)	☐
IX.	LOCAL BUSINESS CERTIFICATION FORM SCPD-8A (If applicable, to be submitted with "Original" proposal only & not with any of the copies)	☐
X.	SCEX FORM 22 - PUBLIC DISCLOSURE STATEMENT (To be submitted with "Original" proposal only & not with any of the copies)	☐
XI.	FORMS LHE-1 AND LHE-2 – LAWFUL HIRING OF EMPLOYEES	☐
XII.	LIVING WAGE FORM LW-1	☐
XIII.	LIVING WAGE FORM LW-38	☐
XIV.	VENDOR REGISTRATION FORM	☐
XV.	ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA, if any (To be submitted with "Original" proposal only & not with any of the copies)	☐
XVI.	CD-ROM or THUMB DRIVE OF ORIGINAL HARDCOPY SUBMISSION	☐

* ***For the asterisked items:*** ***Please provide one copy of the requested forms as part of the original proposal only.***

The required number of originals as indicated in Section I of the RFP, should be unbound and provided in a separate envelope.

End of text for Section I

Section II
Award Criteria

Responses to the items set forth under each of the categories below, will be used by the College's Evaluation Committee to assess the appropriateness and relevance of the information provided in the proposals and make a recommendation for award. **Failure to include information as requested under any of the sub/sections in the Proposal may lead the firm to be disqualified.** The responses to each of the categories **must be separated by clearly labeled tabs into the sections and sub-sections identified below, and reflected in the Table of Contents (form provided in Section I) of the Proposal submitted.**

1. **General Qualifications:**

   a. **General Information/Company History**

      i. Company Name, e-mail, main address and all branch office addresses.

      ii. Describe the nature of your organization (e.g. business corporation, not-for-profit corporation, sole proprietorship, etc.). If applicable, identify all principals and the ownership interest of each.

      iii. Year Company was founded and brief history.

      iv. Total number of employees. Include an organization chart as relevant.

      v. Location(s) from which majority of the staff will be providing services.

      vi. Annual fee income for the past three (3) years.

      vii. The general and specific design specialties/expertise and overall resources.

   b. **Expertise of Company, including Qualifications and Experience of Personnel**

      i. **Experience:** Provide general background information explaining why the firm is well suited to perform the requirements of this RFP, and how the qualifications of the firm and its personnel relate to the scope of services described in this RFP. Provide a brief history and description of the firm's experience with special emphasis on any experience in the public sector, particularly for governmental entities, colleges or universities, especially at community colleges. Provide a description of the firm's background and experience, and its capability to assign staff to provide services as stipulated in the RFP. This information shall include but not be limited to:

         - Description of your Company's expertise as it relates to providing an ITSM application built adhering to Information Technology Infrastructure Library (ITIL) standards.

- Description of your Company's expertise as it relates to hosted application services, i.e., providing service as a cloud service provider. This should include the average downtime the Company's clients have experienced over the last five (5) years.

- Description of your Company's expertise and experience as it relates to implementation services on projects of similar scope.

For any projects undertaken and identified in this sub-section, Proposer is not required to provide client contact information.

ii. **References:** References must be provided. This sub-section must be clearly labeled and separated by a tab, and must include clearly identified references for the Company. References from institutions of higher education are expected to be included.

Proposer must submit a list of at least three representative clients, including any other public community colleges, along with a description of the type of work performed for each client and the name of a contact person at the client who can evaluate the firm's work. For each engagement, include:
- A detailed description of the scope;
- Client/company name;
- Name, title, and role of reference;
- Client/Company address, phone number, and email address.

The College reserves the right to contact any client listed. Consultants should check the references they submit, to ensure that each reference and the associated contact information is current.

iii. **Staff Qualifications/Resumes:** Describe the specific qualifications and background of your staff in this sub-section, insofar as they relate to these services. Qualifications should include but not be limited to prior relevant experience.

The information submitted must include:
- Consultant Information
  - Identify your firm's management team, clearly identifying and describing the title and role of the staff who will be assigned to the College's account. Proposer must include organizational chart in this section.
  - Describe the experience and qualifications of your firm's management team, and the team that will be assigned to the College's account. Indicate the availability of the management team and all other personnel required for this assignment.
  - Provide resumes of proposed key staff who will be assigned to the College's account, inclusive of a description of the qualifications,

educational background, and work experience for all personnel who would performing the tasks required under this RFP.

- Resumes should clearly note the current ITIL/Axelos, Project Management Institute (PMI), Six-Sigma or similar certifications that relate directly to ITSM and project management for every proposed key staff member. Staff without ITIL or PMI certification should be clearly noted as well.
- Any changes to the team members identified in the proposal must be submitted to the College for approval. The College reserves the right to deny payment for any services provided by a team member not approved, in writing, by the College.

iv. **College/County Contracts:** In this sub-section, provide a list of all contracts with the College or the County of Suffolk, if any, within the last five years (regardless of type of service) and the time period for those services.

v. **Supplemental Information:** Include any brief supplemental information that may be relevant to your qualifications for the work. Such material may include descriptions of specialized company possesses (i.e. ITIL, PMBOK, Six-Sigma, TQM, etc…). Elaborate or superfluous material should not be presented and may count against the company in the evaluation.

vi. **Minority and Women-owned Business Enterprises (MWBEs"):** Submit a statement detailing if and/or how the Company will utilize the services of MWBEs if awarded the contract.

c. **Quality Control**

i. **Operational Plan:** Describe how Company ensured performance through adequate management, supervision, review and control.

ii. **Record and Reporting Systems:** Describe Company's system for self-monitoring and ensuring maintenance of complete and accurate records.

iii. **Operating Problems:** Discuss any operating problems, other than litigation, which you have experienced within the past five years, and their resolution.

d. **Financial Viability**

i. **Financial Statements**

For nongovernmental agencies, submit current financial statements prepared and certified by an independent CPA, or internal statements if certified statements are not available or have not been issued within the past twelve (12) months.

ii. Indebtedness to County and/or College

(1) Submit a statement as to indebtedness, if any, to the County and/or College.

(2) Submit a listing of all outstanding liens, if any, against Company.

iii. Liens and Litigation

(1) Submit a summary of litigation, if any, against Company and its disposition.

2. Proposed Services/Products:

a. **Understanding of Project/Service Requirements, Management Techniques and Approaches** – Convey your understanding of the project requirements and demonstrate a thorough recognition of the problems to be addressed. Summarize how you will respond to the specific scope of work, identifying the various management techniques, approaches and strategies that will be utilized under this Agreement. Include information addressing the following issues: Describe the level of continual two-way communication you will maintain with faculty and College administrators throughout the entire project. Discuss any specific or special qualifications.

b. **Anticipated Issues and Resolutions** – Describe anticipated issues that your Company may encounter when performing the services required in this RFP and identify proposed solutions.

c. **Service Level Agreement (SLA)** – The College requires the Company to deliver an SLA that provides detailed guarantees of minimum system performance including but not limited to system up-time; bandwidth utilization; system update scheduling; support/help desk availability; and support help/desk response time. The company shall define what remediation will be made to the College if it fails to meet the benchmarks established in the SLA. Provide detailed information on the SLA that the Company will offer under the Agreement.

d. **Project Schedule** – The Company requires that the Company provide a detailed schedule that is consistent with Section III Scope of Work, 1. Phased Implementation. The schedule is required to be consistent with the anticipated project end date of October 15, 2018.

e. **System Requirements** - Respond to each item in the detailed system requirements in the table below:

The College requires the Company to provide a cloud hosted ITSM application that includes specific functionality as listed below. There are a minimum of thirteen (13) mandatory (i.e., pass/fail) items identified as PF.01 to PF.13 in the table below. Proposers who cannot provide all thirteen mandatory services as a single-vendor solution will not be considered.

The College seeks to engage a firm who can provide all services native to a single application. Respondents should not propose solutions that require third-party involvement, such as: software, applications, training, consulting or any other form of assistance to implement and maintain the application. Any providers who cannot natively provide all these functions and services in a single, integrated system will not be considered.

Table 1: Mandatory – Pass/Fail Requirements

MANDATORY (I.E., PASS/FAIL) SYSTEM REQUIREMENTS		
Item Number	Requirements	Demonstration Criteria
PF.01	Application is Vendor Hosted in Cloud	Document how the application is hosted, including the location and tier of the data center and appropriate infrastructure to serve a large institution.
PF.02	Service Ticket Processing	Document the ticket processing capabilities of the application.
PF.03	Service Catalog	Document the Service Catalog features.
PF.04	Knowledge Base	Document how the Knowledge Base is populated and how constituents retrieve information.
PF.05	Project Portfolio Management	Document how Portfolio Management is configured and managed.
PF.06	Configurable Dashboards	Document how the College can configure and manage custom dashboards.
PF.07	Self-Configurable Reporting	Document the report writing capabilities of the system.
PF.08	Asset Management	Document how assets are set up, managed and reported on.
PF.09	Configurable Workflows	Document the workflow features of the system
PF.10	Web Client/No Desktop / Software / Client Installation	Provide documentation and assurance that the application works natively on web browsers without requiring any device/desktop software installation.
PF.11	ADA / Section 508 Compliant	Provide assurance in writing that the application is fully compliant with the Americans with Disabilities Act, as amended (ADA) and Section 508 of the Rehabilitation Act of 1973, as amended (Section 508)
PF.12	Adherence to Suffolk County Community	http://department.sunysuffolk.edu/LegalAffairs/5120_7658.asp

	College Information Security Policies	
PF.13	Higher Education Experience and Associated Compliance	The successful proposer shall provide an assurance that all services will be provided in accordance with all applicable laws, regulations and professional standards. The successful proposer must provide assurance that all services and ITSM processes and functionality meets recognized ITIL standards.

Table 2: Systems Requirements

SYSTEM REQUIREMENTS		
1.00	Basic System Capabilities	Demonstration Criteria
1.01	Platform independent (e.g., works in a browser on MS, Mac, iPhone, iPad, Android Phone, Android Tablet, Chrome, Firefox, Internet Explorer and Edge)	Show the application working on all platforms, i.e., operating systems and browsers listed.
1.02	System is optimized for mobile devices (e.g., automatically recognizes mobile devices and presents 'mobile friendly' interface.)	Show that the application adjusts display and functionality that is enhanced for mobile devices.
1.03	System has been designed specifically for higher education institutions. (e.g., vendor statements and system demonstrates a higher education focus.)	Show system documentation that indicated product was designed specifically to serve higher education institutions. Also, provide customer list to further prove this point.
1.04	Multi-Department configuration (e.g., allows for custom ticket processing, workflow, reporting and dashboard for sub-units within the overall system	Show how the system separates sub units within the application so that each department can have its own independent function from other groups.
1.05	Integrates with existing College Authentication Systems (e.g., works with CAS, LDAP, etc...)	Show that the application has existing APIs that will integrate with current Suffolk authentication systems.
1.06	System enforces ADA/Section 508 compliance (e.g., System enforces ADA compliance to prevent non-compliant practices. Ideally, the vendor solution has been certified as compliant by a recognized agency or firm.)	System enforces ADA/ Section 508 compliance (e.g., System enforces ADA compliance to prevent non-compliant practices. Ideally, the vendor solution has been certified as compliant by a recognized agency or firm.)
1.07	Portal is customizable (e.g., can be branded as a Suffolk site, features can be modified, etc...)	Portal is customizable (e.g., can be branded as a Suffolk site, features can be modified, etc...)

1.08	The software provides a canned and custom reporting system (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.	The software provides a canned and custom reporting system (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)
2.00	**Service Ticket Processing**	**Demonstration Criteria**
2.01	Ticket processing can be routed automatically using custom workflows.	Show how workflows are built and then how they work for customers, ITSM staff and management.
2.02	End users can attach files to their tickets (e.g., screenshots, image files, Word, Excel, PowerPoint, text, etc...)	Show file attachment capabilities on ticket submission and all follow up activity. Both customers and staff must be able to attach files.
2.03	Tickets can be automatically routed to appropriate help desk staff (e.g., uses email, text, etc... to determine which staff to notify of new service requests.)	Show custom ticket routing capability by scanning initial ticket input from end user.
2.04	Ticket processing is tracked and reported on (e.g., the system reports statistics on ticket processing time, help desk agent performance, end user submissions, etc...)	Show how tickets are tracked both in the application when online and by running reports. Tickets should be tracked on several data elements: by end user, by agent, by age of ticket, overdue tickets, unassigned tickets, agent performance, department performance.
2.05	Unresolved tickets are reported on (e.g., Help Desk agents are reminded of outstanding tickets, at key dates supervisors are notified of open tickets through standard and custom escalation protocols.)	Show overdue ticket handling and the ability to automate escalation to next tier support at key time frames. Show how the person receiving the escalated ticket is notified and how they can respond.
2.06	Ticket system has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Show the application report writing capabilities for end users, agents and managers.
3.00	**Workflow**	**Demonstration Criteria**
3.01	Workflows can be used to route tickets to appropriate parties (e.g., based on ticket content the ticket can be routed to the appropriate agent or pool of agents, unresolved tickets can be escalated based on processing time or key words indicating severity of issue.)	Show how workflows are built and then how they work for customers, ITSM staff and management. Show how a workflow that routes to several agents/managers works to ensure a business process is completed in sequence and on time. Also show how workflows can automate escalation of unresolved tickets.
3.02	The college can create custom workflows (e.g., the college can build custom	Show how Suffolk would build their own custom workflows. Show how a new hire,

	workflows on their own without needing vendor assistance.)	transfer or separation of staff would work. See addendum for business process for each.
3.03	Workflow can be used to route items outside the ITS Help Desk (e.g., if a student calls in regarding password issues, registration, financial aid, etc... the Help Desk staff can send a notice to the department that can provide assistance.)	Show how the application can route tickets to external units for follow up. Show how these can be tracked for completion.
3.04	Workflow system has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Show the application report writing capabilities for end users, agents and managers.
4.00	Service Catalog	Demonstration Criteria
4.01	The college can build a service catalog (e.g., The software allows the college to list all services provided by ITS with descriptions of the service(s) and how they are requested and delivered.)	Show how to build and modify a service catalogue. Show how system administrators can differentiate between publicly posted service catalog vs. an internal service catalogue.
4.02	The service catalog can be customized by the college (e.g., the college can add custom columns, layouts, language, and design elements.)	Show how Suffolk could create their own fields, columns, layouts and design elements in the Service Catalogue.
4.03	The service catalog can be configured for departmentalization (e.g., the system can be customized to display information to end users by department and allow for maintenance of departmental information by that unit's staff or Help Desk staff.)	Show how the service catalogue can be separated by department. Show if there is drill down from a master catalogue to departments and conversely how it can be navigated from department up to the master.
4.04	Service catalog has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Show the application report writing capabilities for end users, agents and managers.
5.00	Knowledge Base	Demonstration Criteria
5.01	The college can build a knowledge base (the college can record FAQs, answers to Help Desk questions, store training materials. Also, the knowledge base is searchable by college students, faculty, administrators and staff, as well as by the Help Desk staff.)	Show how Suffolk can create, modify and publish institutional knowledge in a formal FAQ/Knowledge Base page(s.)
5.02	The knowledge base is customizable (e.g., the college can add custom fields, columns, display parameters, branding, etc...)	Show how Suffolk could create their own fields, columns, layouts and design elements in the Knowledge Base.

5.03	The college can configure the knowledge base to update automatically (e.g., the Help Desk ticket submission and responses can update the knowledge base in real time to build itself.)	Show how to maintain the Knowledge Base so that ticket information - specifically the question and answer can be added to FAQs through an automated link from the ticket.
5.04	The knowledge base includes a rating system (e.g., end users can rate the answers in the knowledge base to provide feedback on usefulness of items posted by the college.)	Show how end users can rate the answers in the Knowledge Base so that Suffolk can determine if answers need to be updated. Show if this is a star rating (e.g., one to five) and if comments can be recorded. Show if the end user is identified or if ratings are anonymous.
5.05	The knowledge base can be configured for departmentalization (e.g., the system can be customized to display information to end users by department and allow for maintenance of departmental information by that unit's staff or Help Desk staff.)	Show how the Knowledge Base can be separated by department. Show if there is drill down from a master catalogue to departments and conversely how it can be navigated from department up to the master.
5.06	Knowledge base has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Show the application report writing capabilities for end users, agents and managers.
6.00	**Project Portfolio Management**	**Demonstration Criteria**
6.01	System can manage college wide ITS project portfolio (e.g., has the ability for end users to enter proposed projects by submitting charters to the Project Management Office.)	Show how the application manages the Suffolk project portfolio. Show how end users enter proposed projects, how ITS can update with technical information and how end users, ITS staff and executive management can view the portfolio.
6.02	The portfolio system has a ranking system (e.g., the college can build a custom ranking system that allows for group(s) to rate and prioritize proposed projects.)	Show how the college can use the application to prioritize, rate, assign and track all projects within the portfolio. Also, show how the application sends alerts to end users, ITS staff and management when projects are delayed.
6.03	Portfolio system is customizable (e.g., the college can add columns, fields, connect to workflow, track project progress, and can be connected to project management tracking.)	Show how Suffolk could create their own fields, columns, layouts and design elements in Project Portfolio Management.
6.04	Portfolio management allows group review (e.g., the portfolio system allows for ITS governance review and commentary as input to ranking and prioritization.)	Show how the portfolio is managed by a governing body. This includes how the portfolio is viewed, notes are added and projects are tracked.

6.05	Portfolio system has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Show the application report writing capabilities for end users, agents and managers.
7.00	**Dashboards**	**Demonstration Criteria**
7.01	Online dashboards are provided "out of the box" and can be customized (e.g., the college can stand up canned dashboards, then customize them to provide college specific information. The dashboards can drill down to departmentalized data and move upward to campus and college wide dashboards.)	Show canned system dashboards as well as how dashboards can be customized or created from scratch. Show how agents and management can drill down to details to determine status. Show how dashboards can be separated by department for department heads/department agents.
7.02	The college can lock down certain dashboard views (e.g., the college can create custom dashboards that are not customizable by end users or that restrict certain views to specific individuals or departments.)	Show how custom dashboards can be created. Also show how parts of the dashboard can be hidden from view for end users/staff that do not need to know internal details.
7.03	End users can customize their personable dashboards (e.g., the end users of the system can change their dashboard themselves to focus on their key issues where not locked down by the college.)	Show how the end user can customize their own dashboard.
7.04	Dashboards can be downloaded (Dashboard data and images can be downloaded to be used in distribution in meetings or used in presentations.)	Show how dashboard data can be downloaded for inclusion in documents, spreadsheets, presentations, etc...
8.00	**Training and Support**	**Demonstration Criteria**
8.01	Vendor provides training services (e.g., vendor provides on-site, webinar and printed training materials for college faculty and staff.)	Describe the training program in full. What services are delivered on site, via live webinar, canned recordings, manuals provided, etc...
8.02	Vendor maintains a Help Desk (e.g., To allow college systems administrators to submit documented help requests and document issues through completion.)	Describe how the Help Desk functions: What are the hours of operation; How are issues reported; What is the average first response time; What is the average time for resolution;
8.03	Vendor guarantees quality of service via a Service Level Agreement (SLA.)	Provide a copy of the standard Service Level Agreement used with customers.
9.00	**Project Portfolio Management**	**Demonstration Criteria**
9.01	System gathers project request requirements (e.g., system is customizable to allow for custom data to be captured about the project.)	Show how the application allows for collaborative input from project team members on project. Also, show how Suffolk can customize this to deliver

		custom views for end users, staff, management and governing bodies.
9.02	System manages resource allocation (e.g., the system is capable of tracking people, time, budget and equipment.)	Show how the system tracks assets/resources as well as how Suffolk can create custom resources.
9.03	System allow project staff to update projects (e.g., staff can document activities, status, time and effort and other data regarding their work on the project.)	Show how project staff, management and end users can update projects.
9.04	Project management system has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Show the application report writing capabilities for end users, agents and managers.
9.05	The project management system has customizable dashboards. (e.g., the college can customize a dashboard to report on projects status, cost, asset and staff utilization, progress on milestones and toward completion.)	Show canned system dashboards as well as how dashboards can be customized or created from scratch. Show how agents and management can drill down to details to determine status. Show how dashboards can be separated by department for department heads/department agents.
10.00	**Asset Management**	**Demonstration Criteria**
10.1	The system allows the college to manage its assets (e.g., the college can create custom fields, workflows, etc. to capture its assets.)	Show how to record assets in the application. Show how custom assets, fields and workflows are used to manage the inventory.
10.2	The system can track assets by multiple views (e.g., assets can be viewed by type, cost, departmental deployment and age. In addition, it can flag equipment for replacement and on disposal. System can calculate depreciation and current value of all assets.)	Show canned as well as custom views and reports of assets online and downloaded. Show how the value of assets can be tracked to show depreciation and current worth.
10.3	Asset management system has custom reporting capabilities (e.g., the college can write custom reports for publishing online and/or by print for key users and stakeholders.)	Show the application report writing capabilities for end users, agents and managers.

3. Cost Proposal:

a. Respondent shall provide all information it deems necessary to explain or clarify its Cost Proposal. This includes but shall not be limited to:

i. All fees associated with providing services identified under the "Basic Services" and "Optional Services" sections in Section III – Scope of Services in the RFP documents.

ii. Any supplementary services beyond the scope of the RFP Basic and Optional Services defined in this document that may available to the College on an elective basis.

iii. Pricing shall be proposed and applicable to the entire term of the Agreement.

b. Basic Services:

i. For software/application licensing, provide the acquisition cost (i.e., initial purchase price) as well as the cost for ongoing licensing for the entire system. If components of the application have individual pricing, provide an itemized schedule of fees that includes a total charge for the entire system. Define the license period(s) and the billing schedule(s.)

ii. For Application Hosting services, provide the cost of service. If services have sub-components, provide an itemized schedule of fees that includes a total charge for the hosting. Define the license period(s) and the billing schedule(s.)

iii. For training services, identify separately, the cost to provide a live on-site training session, the cost to provide a live webinar training session, and the cost to provide a recorded webinar training session. Identify whether the cost varies by type of participant and/or class size, and if so, how. If such services are included in the cost for services identified under the "Basic Services" sections in Section III – Scope of Services in the RFP documents, please indicate the same.

iv. For support and ongoing maintenance (i.e., software updates, patches, Help Desk support, etc.…) of the system, identify what is included in the cost and whether the cost is a lump sum fee, hourly or periodic fee. If such services are included in the cost for services identified under the "Basic Services" sections in Section III – Scope of Services in the RFP documents, please indicate the same.

c. Optional Services:

For each of the Optional Services included in Section III – Scope of Work, Proposer shall provide a cost proposal, identify what is included in the cost and whether the cost is a lump sum fee, hourly or periodic fee. If such services are included in the cost for services identified under the "Basic Services" sections in Section III – Scope of Services in the RFP documents, please indicate the same.

End of text for Section II

Section III
Scope of Work

1. Phased Implementation:

The Company shall implement the system in phases to match the major functions of the system. These will be in the following sequence:

i. Initial System Installation
ii. Service Desk Ticketing
iii. Workflow
iv. Dashboards
v. Reporting
vi. Project Portfolio Management
vii. Asset Management
viii. Service Catalog
ix. Knowledge Base

The College anticipates the full implementation to be completed by October 15, 2018. The College and the Company will agree on a schedule to meet the anticipated timeline.

2. Confidentiality and Security of Data

The Company shall ensure that if, during the course of providing services to the College, the Company is provided access to confidential and security sensitive data, servers, and systems the information will remain confidential and secure, in accordance with all applicable laws, rules and regulations, as well as College policies and procedures.

The Company shall execute confidentiality or nondisclosure agreements as required by the College.

Services must be provided in accordance with applicable laws, rules, regulations, and professional standards for data and network security, as well as College policy. The Company and its representatives will be expected to work with the College's Office of ITS, and specifically with the Information Security Officer to ensure the College's data and network security needs are satisfied. The Company must review all College IT policies and confirm it will adhere to these in their entirety.

Should the Company have a breach of College data or access to the College system, the Company shall assume full responsibility for all costs associated with remediation required by law and/or the result of litigation brought against the College.

3. Service Level Agreement (SLA)

The Company will provide an SLA to the College that provides detail guarantees of minimum system performance including but not limited to system up-time; bandwidth utilization; systems update scheduling; support/help desk availability; and support/help desk response time.

The Company shall define the remediation that will be made to the College if it fails to meet the benchmarks established in the SLA.

4. Basic Services – The following services are required:

a. Immediately upon execution of a contract between the Company and the College, the Company shall provide an ITSM system for use by the College.

  a. The Company shall work with College ITS staff to integrate user access with existing College authentication system(s.)

  b. The Company shall ensure that no one will have direct access (i.e., bypassing College authentication) to the system other than key College Systems Administrators and Company employees who directly support the College.

  c. The Company shall provide the College with key contact information for systems support. This includes first level Help Desk support as well as information on how to escalate issues to higher levels of management.

  d. The Company shall provide an Account Manager who will be responsible for guaranteeing that the Company provides all required services in a professional and timely manner. In the event the Account Manager changes, the Company shall notify the College accordingly and provide the information for the new Account Manager in a timely manner.

  e. The Company shall not use the College system in any marketing materials, sales calls, demonstration, presentation, training, etc.... with any firm other than the College without prior, written consent of the College Legal Counsel.

b. The Company shall provide training to College staff as follows:

  a. Systems Administration training that assures College staff can configure and maintain all modules of the system.

  b. Train-the-Trainer instruction so that ITS staff can conduct End-User training with the College community.

  c. The Company shall provide electronic copies of training materials that the College can customize and distribute freely to the College community.

  d. The modes of training provided may include but not be limited to classroom based training, documentation and manuals, access to online training resources as well as conference calls.

c. The Company shall provide technical support for the College during the implementation of the system.

   a. Support shall be reachable by phone, email and online ticket submission on a 24 x 7 basis.

   b. Support must resolve issues in a timely manner as defined in the SLA.

d. The Company shall provide ongoing maintenance and support of the system. This shall include:

   a. A published schedule of regular maintenance that will cause system downtime.

   b. Installation and configuration of software updates and patches.

   c. Advance documentation on software updates and patches that includes specific information on any new or changed system operations and impact on Systems Administrators and end-users.

   d. Appropriate security updates to ensure system integrity.

   e. A documented procedure for emergency updates to the system including how the College will be informed.

   f. Training as needed to keep College staff up to date with changes to the system.

5. Optional Services – The following services are optional add-ons to the requirements:

a. Systems Analysis and Design:

   a. The Company shall meet with various college staff to gather requirements for the system.

   b. The Company shall compile and summarize the requirements and present a recommended system configuration based on ITSM best practices to ITS management.

   c. Based on feedback from their meeting with ITSM management, the Company shall produce a system design document detailing how the system should be built.

b. Systems Building and Configuration:

   a. The Company shall provide staff to directly build, assist or work side-by-side with College staff in building and configuring the system.

b. The Company staff who build and configure the system shall document the work and produce a document of systems configuration and function for the ITSM Systems Administrators.

c. The Company staff who do any systems building and configuration shall train College staff to assure a complete knowledge transfer such that the College can complete these tasks in a self-sufficient manner in the future.

c. Systems Testing and Remediation:

a. The Company shall develop and document testing scripts to validate the systems design and configuration.

b. The Company shall directly run through the scripts, assist the College in the same or work side by side with College staff to complete this task.

c. Based on actual results, the Company shall produce a document to note all successes, gaps, bugs, issues and to make recommendations for changes to the system to correct problems.

d. The Company shall directly update systems configuration or work with College staff to do that same.

e. The Company shall revise training materials as necessary to reflect any changes in systems administration, maintenance or the end-user experience.

d. End-User Training

a. The Company shall develop customized training materials inclusive of documents, videos and presentations for end-users based on the actual College implementation.

b. The Company shall provide training sessions for College staff. Modalities of training the College may request are:

i. On-site classroom training

ii. Live online courses

iii. Recordings of prior live courses

iv. Training manuals

End of text for Section III

Suffolk
COUNTY COMMUNITY COLLEGE

February 6, 2018

ADDENDUM NO. 1
REQUEST FOR PROPOSAL NO. R1800002
IT SERVICES MANAGEMENT SYSTEM SOFTWARE, APPLICATIONS HOSTING, AND CONSULTING SERVICES

Attention to Proposers:
This constitutes Addendum No. 1 to the referenced Request for Proposals (RFP), and consists of this one (1) page cover letter, which provides responses to questions raised by a potential proposer.

Q1: Would you please indicate to us the number of IT staff at the 3 campuses, and how many are designated as 1st line support, 2nd line support, etc.

A1: We have five on Grant, five on Ammerman, and four at Eastern. At this time all of the staff function as both 1st and 2nd line.

Q2: We assume your end-user universe is about 27,000 including students and staff. Is this correct, or will you be giving access outside these 27,000 end-users. Examples would be partners, vendors, contractors, etc.

A2: Currently, the College's end-user universe of students is approximately 27,000, and employees' base is approximately 5,200 which includes a significant number of adjuncts. All of these end-users are potential ticket submitters. This makes the total number 32,200.

The proposal due date and time of February 26, 2018 no later than 12:00 PM remains unchanged.

All other terms and conditions of the RFP remain unchanged.

A copy of this addendum must be signed by the proposer and attached to the proposal response.

Prior to submission of your proposal, please check the College's website to confirm receipt of all Addenda that may have been issued under the RFP.

Beatriz Castano

Beatriz Castaño
Administrative Director of Business Operations

Acknowledged and Subscribed to:

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Firm Name

____________________ ____________________
By (Sign in ink) Title

____________________ ____________________
Print Name Date

End of Text for Exhibit F

Contract No.: 24-CC-003

Suffolk
COUNTY COMMUNITY COLLEGE

February 7, 2018

ADDENDUM NO. 2
REQUEST FOR PROPOSAL NO. R1800002
IT SERVICES MANAGEMENT SYSTEM SOFTWARE, APPLICATIONS HOSTING, AND CONSULTING SERVICES

Attention to Proposers:
This constitutes Addendum No. 2 to the referenced Request for Proposals (RFP), and consists of this one (1) page cover letter, which provides responses to questions raised by potential proposers.

Q1: Regarding references, can these educational institutions be global? Or do they have to be New York or USA based? Also, the New York City Department of Education is our customer and they also replaced Footprints with our solution. Are they a valid reference?

A1: The geographic locations of the references do not matter. The College is only concerned that the references are reachable. With regard to NYC Department of Education, you can include them as a reference if you choose to, but they would not be considered a higher education reference. Higher education references would be considered colleges and universities, but not K-12.

Q2: Could you please clarify your requirement on Federal Information Processing Standards (FIPS)?

A2: The College requires that the Consultant adheres to, at a minimum, FERPA, HIPPA, ADA, and COPPA.

Q3: Could you please clarify the requirements on PMI for our consultants? Do they need the actual and current certifications?

A3: No one is required to be certified. However, their current ITIL and PMI certifications will provide the College with an indication of their knowledge in these areas. This information will be taken into consideration by the Evaluation Committee when reviewing the proposals.

Q4: For licensing purposes…how many concurrent licenses are required for this proposal based on how many SUNY Suffolk technicians or project users you expect will be logged into IT Service Management software at the same time? This only applies to those internal users (such as IT or Project Management personnel) who will be creating, modifying and otherwise working within the tool as all end users (such as all students, faculty and staff) have unlimited access to submit and view status of tickets and projects via a web Self Service portal at no charge.

A4: The College would require 51 concurrent licenses for its Central ITS employees, and another fifteen concurrent licenses for campus-based ITS employees, for a total of 66 concurrent licenses.

Suffolk
COUNTY COMMUNITY COLLEGE

February 7, 2018

ADDENDUM NO. 2
REQUEST FOR PROPOSAL NO. R1800002
IT SERVICES MANAGEMENT SYSTEM SOFTWARE, APPLICATIONS HOSTING, AND CONSULTING SERVICES

The proposal due date and time of February 26, 2018 no later than 12:00 PM remains unchanged.

All other terms and conditions of the RFP remain unchanged.

A copy of this addendum must be signed by the proposer and attached to the proposal response.

Prior to submission of your proposal, please check the College's website to confirm receipt of all Addenda that may have been issued under the RFP.

Beatriz Castano

Beatriz Castaño
Administrative Director of Business Operations

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Firm Name

________________________ ________________________
By (Sign in ink) Title

________________________ ________________________
Print Name Date

Suffolk
COUNTY COMMUNITY COLLEGE

February 8, 2018

ADDENDUM NO. 3
REQUEST FOR PROPOSAL NO. R1800002
IT SERVICES MANAGEMENT SYSTEM SOFTWARE, APPLICATIONS HOSTING, AND CONSULTING SERVICES

Attention to Proposers:
This constitutes Addendum No. 3 to the referenced Request for Proposals (RFP), and consists of this one (1) page cover letter, which provides responses to questions raised by potential proposers.

Q1: Previously you shared that you need a total of 66 concurrent licenses for Central ITS and the campus-based ITS employees. We have an active named user license model for the internal process fulfillment users. Our licensing model has 3 levels which include Enterprise, Technician, and Student Technician. Can you provide me with SCCC's licensing needs broken down by these three types?

A1: The College does not have this information at this time. In addition, depending on the solution that is implemented, the College anticipates that the needs may be different.

Q2: I noticed that there wasn't a clause in the T's and C's allowing other SUNY or New York State funded entities to piggyback off of the final agreement arising from this Tender. Did I miss it during my review or is it SCCC's intent to not allow other NY entities to piggyback off this competitive procurement process? I ask because it has come to my attention that other SUNY schools may be interested in replacing their current ITSM & PPM tools and having a procurement vehicle in place would help them expedite the process, if they want to do business with the awarded vendor.

A2: Yes, the contract issued from this solicitation will allow for piggybacking. The following clause is hereby being added to the solicitation documents:

> This Contract may be extended to additional States or Government Jurisdictions upon mutual written agreement between the College and the Consultant. Political Subdivisions and other authorized entities within each participating State or Government Jurisdictions may also participate in this Contract if authorized by applicable law. The College reserves the right to negotiate additional discounts based on any increased volume generated by such extensions. Consultant agrees to honor all orders from State Agencies, Political Subdivisions and others authorized by law to participate in this Contract which are in compliance with the pricing, terms, and conditions contained herein.

SUFFOLK COUNTY COMMUNITY COLLEGE

February 8, 2018

ADDENDUM NO. 3
REQUEST FOR PROPOSAL NO. R1800002
IT SERVICES MANAGEMENT SYSTEM SOFTWARE, APPLICATIONS HOSTING, AND CONSULTING SERVICES

The proposal due date and time of February 26, 2018 no later than 12:00 PM remains unchanged.

All other terms and conditions of the RFP remain unchanged.

A copy of this addendum must be signed by the proposer and attached to the proposal response.

Prior to submission of your proposal, please check the College's website to confirm receipt of all Addenda that may have been issued under the RFP.

Beatriz Castano

Beatriz Castaño
Administrative Director of Business Operations

Acknowledged and Subscribed to:

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Firm Name

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By (Sign in ink) Title

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Print Name Date

Suffolk
COUNTY COMMUNITY COLLEGE

February 20, 2018

ADDENDUM NO. 4
REQUEST FOR PROPOSAL NO. R1800002
IT SERVICES MANAGEMENT SYSTEM SOFTWARE, APPLICATIONS HOSTING, AND CONSULTING SERVICES

Attention to Proposers:
This constitutes Addendum No. 4 to the referenced Request for Proposals (RFP), and consists of this one (1) page cover letter, which provides responses to questions raised by potential proposers.

Q1: The Demonstration Criteria for Requirement 3.02 in Table 2: Systems Requirements references an addendum showing business processes. This addendum does not appear to be part of the RFP, nor was it referenced in any of the three addenda that have been released. Could the College clarify where we can find the referenced business process?

A1: **This reference was made in error. Explicit business processes are not included as a requirement. Implementation services are identified as an optional service.**

Q2: How many total employees do you have in the ITS department?

A2: **55**

Q3: What is the budget you have allocated for this project? If you can't disclose the exact budget, would you provide some idea (ie. Under $100k, $100 - $200k)?

A3: **We are not sharing the anticipated budget.**

Q4: For implementation, what processes/capabilities should we include in our cost estimates (ie. Incident, Request, Change, Self-Service etc.)?

A4: **This is clearly noted in the RFP. Please refer to the original RFP document for further information.**

Q5: For implementation, what integrations should we include in our cost estimates (ie. AD, email etc.)? What integrations will be included with this project?

A5: **Please refer to the original RFP document for further information on anticipated integration points. If particular technologies impact your proposal, note each specifically in the response.**

COUNTY COMMUNITY COLLEGE

February 20, 2018

ADDENDUM NO. 4
REQUEST FOR PROPOSAL NO. R1800002
IT SERVICES MANAGEMENT SYSTEM SOFTWARE, APPLICATIONS HOSTING, AND CONSULTING SERVICES

Q6: For importing of user/employee contact data what sources do you have that we will need to integrate to (ie. Active Directory)?

A6: **For information security purposes, the list of specific systems used at Suffolk County Community College will not be provided at this time. However, this information will be provided to the selected Consultant. Please refer to the original RFP document for further information on anticipated integration points. If particular technologies impact your proposal, note each specifically in the response.**

Q7: For single sign-on what technology do you have in place today (ie. SAML, Windows Authentication, Shibboleth)? If you are looking at a hosted solution do you have ADFS enabled?

A7: **For information security purposes, the list of specific systems used at Suffolk County Community College will not be provided at this time. However, this information will be provided to the selected Consultant. If particular technologies impact your proposal, note each specifically in the response.**

Q8: What Chat and Remote Access tools do you currently own?

A8: **For information security purposes, the list of specific systems used at Suffolk County Community College will not be provided at this time. However, this information will be provided to the selected Consultant. If particular technologies impact your proposal, note each specifically in the response.**

Q9: Will you be interested in investigating any Artificial Intelligence features (ie Chat Bot, Intelliassign, type ahead, smart voice, etc.)

A9: **This is outside the scope of this RFP. However, the Proposer is welcome to identify any such features that can be made available to the College.**

Suffolk
COUNTY COMMUNITY COLLEGE

February 20, 2018

ADDENDUM NO. 4
REQUEST FOR PROPOSAL NO. R1800002
IT SERVICES MANAGEMENT SYSTEM SOFTWARE, APPLICATIONS HOSTING, AND CONSULTING SERVICES

Q10: We are a private company and don't typically provide our financial statements. Are you able to accept a letter of Good standing from our Bank?

A10: Firms are required to provide all documentation identified in Section II – Award Criteria of the RFP documents. Failure to do so will be taken into consideration during the evaluation process.

Q11: What is the Timeline to select a vendor and implement the new software?

A11: We anticipate a selection within 45 to 60 days after submission.

Q12: What are the Total number of end-users, including the 27,000 students referenced in the document?

A12: Please refer to Addendum #1, Question and Answer #2 for further information.

Q13: Will you be migrating any data from your current solutions, and if so, how much?

A13: No. None.

Q14: How many Service Catalog items would you like?

A14: The College has not identified this information at this time. Proposers are requested to identify the Service Catalog items offered, along with the description, impacts on system configuration, and cost for each item. If the cost of specific item(s) is/are included as part of the system, please indicate so.

Suffolk
COUNTY COMMUNITY COLLEGE

February 20, 2018

ADDENDUM NO. 4
REQUEST FOR PROPOSAL NO. R1800002
IT SERVICES MANAGEMENT SYSTEM SOFTWARE, APPLICATIONS HOSTING, AND CONSULTING SERVICES

The proposal due date and time of February 26, 2018 no later than 12:00 PM remains unchanged.

All other terms and conditions of the RFP remain unchanged.

A copy of this addendum must be signed by the proposer and attached to the proposal response.

Prior to submission of your proposal, please check the College's website to confirm receipt of all Addenda that may have been issued under the RFP.

Beatriz Castano

Beatriz Castaño
Administrative Director of Business Operations

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Print Name Date

EXHIBIT

G

EXHIBIT G
Consultant's Proposal

Consultant's Proposal submitted February 26, 2018, in response to the College's RFP for Services in connection with IT Services Management System Software, Application Hosting and Consulting Services, is incorporated herein by reference.

End of Text for Exhibit G