1 Executive Summary

The University at Buffalo, State University of New York is issuing this Request for Proposals document to solicit bids from firms interested in providing a software package to manage, track and monitor IT service requests for the University at Buffalo. This RFP will be broken into two phases, with the first being primarily written responses to a standard set of questions, and the second involving on site interviews and demonstrations. Additional detail is provided in later sections; however some of the key features expected are as follows:

- Must support a complex service environment composed of multiple service units and customer service contact points
- Compliant with ITIL best practices regarding service support and delivery
- Compatible with existing University at Buffalo computing infrastructure and support expertise
- Require limited or no customization in order to achieve all of the major functional requirements

This RFP is organized into the following sections. Section 2 describes the University environment, both in general terms and in terms of IT support. Section 3 describes the motivation behind this RFP and the development of a University-wide shared service desk. Section 4 describes some of the workflow that the designed software system is expected to support. Section 5 describes in detail the scope of this RFP and what the successful respondent will be expected to provide. Finally, sections 6 and 7 provide the submission requirements, evaluation criterion, and other RFP process details.

Timeline

The University's estimated timeline is as follows:

- RFP Inquiries — October 26, 2007
- RFP Due Date : — November 9, 2007
- Vendor Demonstrations: — November 26, 2007
- Project Team Software Vendor Recommendation — December, 2007
- Negotiations and Contract Finalization: — January, 2008

University Contacts:

All inquiries or requests for clarification or interpretation or to notify the University of errors or omissions relating to this Request for Proposals must be directed, in writing via e-mail, by October 26, 2007 at 3:00 PM, to the **DESIGNATED CAMPUS CONTACTS: These are the only persons that Responders may speak to until the award of a contract.**

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Any questions received after this date and time will not be considered for response unless the university considers it in its best interest to provide such response. Responses to questions will be provided to all Responders via an addendum

2 The University at Buffalo Environment

2.1 Overview of the University

The University at Buffalo (UB) serves the people of New York as the State University's sole comprehensive research-extensive university and primary center for professional education and training. UB has as its defining characteristic and distinguishing mission research, scholarship, artistic creation, and post baccalaureate training in the arts and sciences and in the professions. UB envisions a future as a model "21st century University," one of an elite core of major public research universities in this country which set the standard for academic excellence as well as for a high quality of life both on campus and in the community. Our plan for academic excellence, UB 2020, charts a course to develop ten areas of strategic academic strength. To support and attract the best faculty and student talent, we must offer a quality environment—a place with the right classroom and work spaces, the right technology, the right meeting and public places. In short, we need to offer a place that encourages the creative interplay of ideas—the foundation of any great institution.

The University of Buffalo Medical School was established in downtown Buffalo, New York in 1846. Later additional schools were added and the expanded University moved to its present South Campus site in 1926. In 1962, the private University of Buffalo became part of the State University of New York (SUNY) system. In the 1970s, the University expanded to the North Campus. UB is now the largest institution in the SUNY system. The urban South Campus, located in the northeast corner of the City of Buffalo, occupies 154 acres with 52 total buildings containing 3.1 million square feet of floor space. The expansive North Campus, located three miles away in the Town of Amherst, occupies 1,192 acres with 141 buildings containing nearly 6.7 million square feet of space. Additionally, the University owns and

leases more than 500,000 square feet of space in 48 buildings at various off-campus locations. The UB School of Medicine and Biomedical Sciences lists nine affiliated institutions, including hospitals and research institutes. The New York State Center of Excellence in Bioinformatics and Life Sciences, Hauptman Woodward Research Institute, and the Roswell Park Cancer Institute are among the significant affiliates on the Buffalo Niagara Medial Campus in downtown Buffalo.

In 2007, enrollment totaled about 26,000 full-time equivalent students (FTEs) in 84 undergraduate programs, 184 master's degrees, 90 doctoral degrees and four professional programs. A key driver in the regional economy, the University at Buffalo is an important national research center expending $298 million in 2006. Its annual budget for 2005 was $926.6 million from all sources. Overall, the local economic impact in 2005 was estimated at $1.25 billion.

2.2 IT at UB

2.2.1 Overview

Like most research universities, UB has a distributed IT environment with many campus units involved in providing IT resources and services. The central IT organization, UB IT, provides the University community with a broad range of basic computing, telephone, and state-of-the-art networking services, and works with distributed IT partners across campus to coordinate the planning and delivery of campus IT resources and services.

UB has become a leader in developing and deploying an information technology (IT) environment which empowers University students, faculty, and staff to accomplish their goals. Some compelling facts and figures about information resources at UB in the 2005/2006 academic year were:

- The Central Help Desk responded to more than 23,000 inquiries and requests for assistance. The 26 distributed help desks responded to over 28,000 additional requests.
- There were more than 49,000 active UB IT accounts and more than 20,000 inactive accounts.
- UB processed more than 1,400,000 incoming central email messages per day on busy days. In December, 2005, almost 38 million inbound email messages were scanned and approximately 6 million instances of viruses were detected and scrubbed.
- The total number of active network connections was approximately 24,500.
- There were more than 2400 workstations available to students in public and departmental computing labs, including 559 public workstations on the North Campus, 72 on the South Campus, and 200 Library reference/browser stations. More than 46 million pages are printed yearly in the public sites.
- In Spring 2005, UBlearns (Blackboard), UB's course management system hosted 8,774 course sites, 39,820 active student accounts, 2718 faculty accounts, and 63,851 unique enrollments.
- Under the Microsoft Campus Agreement, UB distributed the Microsoft Productivity suite to 18,007 students largely consisting of Microsoft Office Professional and the current Microsoft Windows operating system.
- More than 98% of the student survey respondents to the 2005-06 Student IT Survey had a computer in their living space, approximately 70% had laptops, approximately 65% had desktop computers (many had multiple computers), and approximately 6% had PDA's.
- The University Libraries served more than 21,000 people each day on site and via the Web. Library holdings included 3,400,000 volumes, 18,000 full-text electronic journals, 5,400,000 microforms & technical reports, 14,000 linear feet of archives and manuscripts, and 800,000 archival photographs. Library services included 3,200,000 annual user visits, 86,000,000 annual

hits to the Libraries' website, 4,600,000 discrete visitor sessions, 15,000,000 page views, 73,750 reference/information transactions, 13,680 participants in instruction or group presentations, 6,000 course reserve documents in digital format, and 52,500 interlibrary loan transactions.

2.2.2 Distributed Computing Environment

UB has a distributed IT environment with approximately 26 units composed of approximately 200 full-time staff members involved in providing IT resources and services. Campus distributed IT staff, who provide direct support to faculty and staff using technology in their instructional, research and administrative activities, are organized into IT nodes, in order to provide critical masses of local IT support providers to schools and departments. These distributed IT staff report to their respective deans and unit heads.

Many of these local IT support providers have developed their own incident tracking, inventory management, and/or knowledge base solutions. A few have purchased commercial products for these needs, however many have used some combination of custom in-house tools and freely available tools that meet many of their local needs. One of the major goals of the Shared Service Desk project described in Section 3 is to improve communication and transparency between all IT units on campus by developing a common university-wide solution.

2.2.3 UB IT: The Central Computing Organization

UB IT provides centralized computing and communication services to faculty, staff, and students. Approximately 200 full-time staff members are employed in this division. UB IT is focused on providing enabling infrastructure and services in support of University goals to:

- improve the quality of education and research,
- prepare our students for work in the 21st Century,
- expand our international role as well as our role in the Buffalo/Niagara community, and
- increase public and private support.

2.2.4 Campus Network Infrastructure

The University at Buffalo's campus network is supported by an extensive fiber optic infrastructure which extends to all 194 campus buildings across two campuses. There are more than 180 fiber-optic-attached Ethernet LANs supporting more than 18,000 individual connections. The campus network is composed of a gigabit (Gbps) Ethernet backbone with gigabit links to buildings. The UBNet edge switch replacement project underway has upgraded approximately 25% of the communication closets and results in gigabit desktop connection speeds, an increase from the standard switched 100-Mbps Ethernet. Based on current projections, the upgrade project is estimated to complete in Q1 of 2009.

The network includes interconnections with several local, regional, and national networks including the Western New York Health Science Consortium, NYSERNet, SUNYNet, Commodity Internet and Internet 2 via Abilene. The campus Internet (I1) and Internet2 (I2) links have been upgraded to 300 Mbps and 200 Mbps respectively. UB is a member of the Northeast LambdaRail (NeLR), a consortium enabling

educational institutions in New York and New England to connect to and support the National LambdaRail (NLR).

The University has played a leadership role in the community by bringing together city, county, and state agencies in the development of a "dark fiber" (fiber optic) broadband network infrastructure that UB has subsidized and made available to local higher education and K-12 institutions, health care institutions (hospitals and research institutions), and government organizations. This regional fiber optic infrastructure connects the campus to remote research facilities, our regional partners, and commercial points of presence, providing gigabit connections to our research partners and a backbone for local not-for-profits.

2.2.4.1 Wireless Access

The University wireless network has become a critical resource for the UB community, as more and more of our faculty, staff, and students own and rely on multiple mobile devices, including WiFi-enabled cell phones, PDAs, laptops, and MP3 players, for a multitude of services. UB has recently launched a mUB (Mobile UB Campus) initiative to provide services and support for these personal mobile devices.

CIT continues to expand wireless network access. There are currently 430 Cisco 802.11b access points deployed throughout the campus. More than 10,000 simultaneous users can be accommodated by this wireless network. Some departments also deploy their own wireless access points. The UB Wi-Fi expansion is upgrading all existing wireless access points to current code levels to support both the Wireless "G" and "A" standards. In addition, the infrastructure is being converted to a centrally-managed system which will allow for more efficient maintenance of the large number of access points deployed.

2.2.4.2 Residence Halls Network

All residence halls and UB apartments are wired with Ethernet for Internet connectivity, providing one data connection or port per resident. Most residence halls and UB-owned apartments provide 100 Mbps desktop connectivity.

2.2.4.3 Remote Access

UB provides approximately 240 dial-in lines for off-campus access to UB resources and the Internet: a string supporting the V.90 56Kbps protocol and a digital string supporting the ISDN protocol. A VPN service provides secure connections from ISP networks

2.2.4.4 Telephones

In the past, voice services have been provided through the distribution and configuration of a 10,000 line Bell Atlantic Intellipath telephone system, supporting over 15,000 stations on numerous key systems. A new IP-based voice system (VoIP) is now being deployed. A VoIP call center solution is being deployed to support the CIT Helpdesk, and is expected to be leveraged as part of the shared service desk (described in more detail in Section 3). UB is also partnering with a vendor to reinforce the campus cellular network to provide better coverage for cell phones.

2.2.5 Enterprise Hardware Platforms

UB IT maintains more than 200 Solaris, Windows and Linux servers providing the following campus services:

- directory and authentication,
- timesharing,
- administrative application for University business and student service systems,
- name service,
- web hosting,
- email,
- database,
- file storage, and
- tape backup

An IBM mainframe running the OS/390 operating system also hosts University business and other administrative applications.

Key components of the campus infrastructure include Oracle databases, Apache web servers, and Active Directory and Kerberos authentication services.

2.2.6 Campus Computing Labs

At present there are more than 2450 personal computers and high performance workstations in campus labs, run by CIT, schools, and departments for students. Many labs offer specialty software for course work and are open 24 hours/day. General access facilities open to all students, are being upgraded this summer (2007) to feature more than 600 Dell OptiPlex 745 Minitower: Intel Core 2 Duo Processor (2.13 GHz, 2M, 1066 MHz FSB) running Windows XP. Two of these public sites are configured as dual boot Linux/Windows systems.

2.2.7 Instructional Technology Support and Services

UB has 84 centrally-scheduled, state-of-the-art, high-tech, multimedia classrooms, located on the North and South campuses. The instructors' podiums provide touch screen control of video and sound systems, and contain computers, VCR/DVD and projections facilities. Many departmentally-scheduled classrooms are similarly equipped. In addition, all of UB's centrally-scheduled classrooms are wired for Internet access. The Instructional Technology Services Technology Classrooms web page provides information on the technology equipment found in classrooms on the North and South campuses. (See the "Classroom Attributes" link for specific information on a classroom.) Audience Response Systems (Clickers in the Classroom) will be available in all Technology Classrooms by the end of the 2007-08 Academic Year. More than 20 classrooms will have Clickers by the start of the Fall, 2007 semester.

Advanced course technology services such as "digital course casting" are also provided. UB is a leader in state-of-the-art digital course capture infrastructure and course-casting/streaming, providing students with audio- and video-recordings of lectures that can be accessed from student mobile devices, including iPods and other MP3 players and laptops, as well as from desktop systems. Students access the recordings through our course management system, UBlearns, and through a UB-branded iTunes U web site.

UB also has an active distance learning program with classrooms equipped with real-time distance learning and videoconferencing.

3 Shared Service Desk Project

3.1 Overview

As part of the campus UB2020 process, the UB IT community is actively planning and implementing several projects as part of an Information Technology (IT) Strategic Transformation Initiative to help position UB for the future. Projects underway include: the rollout of VoIP across campus, a workstation standardization project, services and server consolidation projects, a strategic information reporting initiative, assessment of our current student systems in preparation for replacement of these systems by an enterprise resource planning (ERP) system, and development of a campus IT shared service desk (Help Desk). A new campus IT governance/advisory committee structure was established in the 2006-07 academic year to manage this distributed environment.

The Shared Service Desk will be collaboration between service providers and customer service points across the institution. It will utilize a common set of tools to improve communications within University IT, and is a means of improving customer experience. With the delivery of the various UB2020 IT Strategic Transformation projects currently underway, support is crucial. A common and well understood support methodology standing upon a common set of tools will position the University to effectively and efficiently launch and support these critical projects.

The SSD principles:

- Improve service delivery by improving communications between IT units
- Resolve problems on initial contact if possible
- Accurately set expectations
- (Perceived) seamless IT service
- Help customer manage interactions

The Shared Service Desk (SSD) project has several significant goals:

- Improve transparency and clarity of communication between IT support units on campus
- Improve customer experience through better workflow and self-help/knowledgebase components
- Permit the development of service metrics for key IT services
- Reduce the effort required to support the University's service desk functions by eliminating the need for all or nearly all of the existing incident handling services

Additional information regarding the Shared Service Desk project is available at http://www.buffalo.edu/ub2020/itst/service_desk.html. This web site is provided for context; the RFP documents should be considered the authoritative requirements reference if there is a conflict between the RFP and the web site materials.

3.2 Definitions and Roles

IT Shared Service Desk (SSD) – is a virtual service desk composed of a collaboration of various customer service points and service providers to create the perception of one unified service entity to customers (where the services come from is transparent to the customers).

SSD system – the multi-module software application that will administer the IT services processed by the Shared Service Desk.

Customer Service Points – any unit or group of IT staff charged with providing direct customer support and who are part of the Shared Service Desk.

Service Providers – any unit or group of IT staff that provides technical IT services for customer service points.

Customer Communications – Group responsible for developing "alert"-style communications related to service disruptions/known problems and service additions/changes/removals. Generally focused on services that have a significant customer base, however the communication service would be available to other service providers if desired. This is a distributed role.

Knowledgebase Management – Group responsible for updating the knowledgebase, ensuring that topics are organized and searchable, etc. This is a distributed role.

Customers – faculty, students, staff, UB affiliates, and UB guests (anyone requiring legitimate access to UB IT services)

Incident – a customer-initiated, non-self-serve interaction with an SSD customer service point about a particular customer issue.

Service requests/tickets – the objects that document information about an incident for the IT staff.

Transaction – a task completed by a service provider in order to partially resolve (then forwarding request to another service provider for additional work) or to completely resolve a particular customer problem/service request.

Problem – Based on one or more incidents, a known defect or failure in a service.

Knowledgebase – a repository of topics that are organized and searchable, etc. Supports distributed management.

3.3 Drivers

The major project outputs will be improved services to users and better deployment of staff resources.

The integrated IT Shared Service Desk will enable Systems and Services to demonstrate through reports drawn from the system performance against service targets across the University and to key customer

groups. Trends in improvements to services will be tracked and savings achieved demonstrated. It is anticipated that reports will also assist managers to carry out early diagnosis of emergent problem areas and take proactive action. There will be a clear evidence base against which to take decisions on any necessary reconfiguration of support resources, additional expenditure and training priorities.

The logging procedure enables calls to be tracked by IT staff and also for the customer to find out the status of the call. It enables staff to have a consistent response no matter where they are based. It allows priority to be assigned to mission critical applications. The records collected assist in building up our knowledge base, identifying potential areas where we have weaknesses and for training requirements for IT staff and users. Additionally it can provide a mechanism for assessing and controlling demand.

The IT Shared Service Desk will:

- Provide a consistent interface to Support and Services
- Provide continuity of service across the University
- Provide consistent monitoring of service levels and quality
- Provide consistent management support information to aid decision making
- Reduce costs of running multiple and different systems

3.4 Vision

The IT Shared Service Desk is a virtual service desk composed of a collaboration of various service points and service providers to create the perception of one unified service entity to customers (where the services come from is transparent to the customers). It operates as a 24/7/365 initial point of contact for all Shared IT Services and various opt-in services, supporting multiple service delivery levels and modalities. The IT Shared Service Desk guarantees access to Shared IT Services.

The IT Shared Service Desk acts as the initial point of contact between service providers, service points, and customers, on a day-to-day basis. It is also a focal point for reporting incidents and making service requests. It provides an interface for other Service Management activities such as Change, Problem, Configuration, Release, Service Level and IT service Continuity Management.

The IT Shared Service Desk keeps customers informed of the service events, actions and opportunities that are likely to affect them. The IT Shared Service Desk is in the direct line of any impact on the Service Level Agreement and as such needs rapid information flows.

The IT Shared Service Desk offers a globally focused approach, which integrates business processes into the Service Management infrastructure. It not only handles Incidents, Problems and questions, but is also positioned to provide an interface for other activities such as customer change requests, maintenance contracts, and software licenses.

The objectives of the IT Shared Service Desk are:

- Providing a initial point of contact for customers for IT services
- Facilitating the restoration of normal operational service with minimal business impact on the customer within agreed levels (SLA) and business priorities.

The common IT Shared Service Desk functions include:

- Receiving calls, first-line customer liaison
- Recording and tracking incidents, requests and complaints
- Keeping customers informed on request status and progress
- Making an initial assessment of requests, attempting to resolve them or refer them to someone who can
- Monitoring and escalation procedures relative to the appropriate SLAs
- Identifying problems
- Closing incidents and confirmation with the customers
- Coordinating and monitoring workflow, where appropriate
- Measuring responsiveness and customer satisfaction.
- Participating in systems development and maintenance projects to ensure adequate support integration

The majority of questions/requests are resolved via the self-service portal and knowledgebase, with as many problems as possible resolved upon initial contact. Self-service offers customers a strategy that deploys tools to obtain support services without direct intervention from a support professional. Customers who prefer self-service or IT staff in the service points may use the extensive knowledge base of information. All service requests/tickets are quickly routed to the appropriate support personnel.

4 Service Requirements

The system should include a self-service option where a customer can query information from the SSD System to solve his/her problem at any time of the day or night. Provide feedback (statistical information) to the system when a customer finds the information in the system adequate to resolve his/her problem via web response or by asking customer (if they contact service point for an unresolved issue).

Means of solving customer problems should be pushed as close to customer as possible (i.e. self-service, service desk tools, etc).

The SSD System should allow information about service requests to be effectively routed between SSD customer service points and service providers.

The SSD System should allow customers to contact the customer service points through one of the following methods: web interface, email, telephone or walk-in. All of these methods should result in the creation of a service request, either automatically or via an agent.

The SSD System should provide a customer with basic status information regarding his/her service request/ticket that is pending in the system.

The SSD System should provide facilities and support processes to monitor incidents that are escalated to additional service providers for resolution providing information to evaluate the need for additional distributed service tools.

If a customer contacts a service point after that service point's hours of operation, the system must provide a mechanism to forward the service request as per the service point's policy.

The IT Shared Service Desk should have at least one service point that provides 24/7 coverage to receive a customer's request for service.

4.1 Implementation

To provide self-service support, the SSD System must provide an extensive knowledge base of information to resolve IT service issues. This database is intended to be used by customers who prefer self-service or by IT staff in the Customer Service Points. The SSD System must provide capabilities to easily extract information from service transactions to determine what information gets into the knowledge base and how the information is worded so that customers understand the information and/or procedure to follow.

Each service request must have a unique identifier. This identifier can be used when communicating with support staff as well as to lookup the status of a request using the SSD system web interface.

4.2 Shared Service Desk Responsibilities

Below are representative examples of IT Shared Service Desk Responsibilities:

- Assist users with technical issues in all products
  - Provide Login IDs after identity verification or reset passwords
  - Assist with screening users for valid account requests
  - Assist customers with diagnosing and resolving technical issues that interfere with UB products.
- General Product Information
  - Provide general and specific information
  - Provide technical or pricing information for various products
- Product Support
  - Collect information about materials to be sent to customers (CD's, etc)
  - Pass new customer information onto the appropriate UB staff.
- Report server outage
  - Verify if a web server or application is unavailable or having problems.
  - Contact the appropriate service provider if the server or application is unavailable.
- Internal Support
  - Provide support to service points and service providers

4.3 Workflow

It is envisioned that the person at the service point that receives the customer's request will triage the problem, record a short summary of the problem in a service request, record a short description of the steps used to address the problem, and either resolve the problem or forward the service request to the relevant service provider. The information needed will vary somewhat for different service providers. The service providers will need to specify what information they prefer to be forwarded to them.

Tickets are active for the duration of the incident, and can be transferred between customer service points and service providers.

The customer will decide which service point is appropriate for his/her needs on a per incident basis. At minimum, any SSD customer service point should provide order intake without requiring the customer to initiate a new incident with another service point.

We describe below, and in Figure 1 and Figure 2, sample workflows that need to be supported by the toolset. In general, the toolset should support incident and problem management processes as described in the ITIL IT Service Management framework. The workflow crosses responsibility centers and transitions through various states.

Responsibility center classifications

1. **Customer Service Point (CSP)** – Distributed or central unit responsible for incident intake, reporting, triage, escalation/routing, and problem resolution. This is any unit or group of IT staff charged with providing direct customer support and who are part of the Shared Service Desk. The CSP is responsible for keeping the customer informed of the current state of the incident and managing expectations.

2. **Service Provider** – Distributed or central unit responsible for a service. This is any unit or group of IT staff that provides technical IT services for customer service points.

3. **Communications Team** – Responsible for the coordination and delivery of communications

The following two figures are representative of what might be typical workflows and responsibility centers for which the toolset must support.

When a customer is presented with an IT related issue, they have several help paths available. They may choose to

1. point their browser at the general campus portal

2. point their browser at a distributed Customer Service Point portal

3. Contact the General Campus Service Point via phone, e-mail, or in-person

4. Contact a distributed Customer Service Point via phone, email, or in-person

In a representative example, the customer decides to visit the general campus portal. They search the knowledgebase to see there is a knowledgebase article that addresses their issue. If presented with an article that resolves their issue, they are done. However, if they do not find satisfaction through the knowledgebase, they elect to select a Customer Service Point to begin the incident management process. In our representative example, the customer elects one of the distributed Customer Service Points (#2). The customer is presented with a set of questions to collect and record information about their incident which is then routed to Customer Service Point #2

Whether it be an incident or service request. That customer has a number of options to help address their issue. They have first choose to point their web browser to the general campus web portal. From there, they may select IT assistance. The customer may choose to provide personally identifiable information. They may choose to

4.3.1 Representative Scenario 1

Dr. Smith has an IT issue. He is both a faculty in the School of Medicine (SoM) and a student in the College of Arts and Sciences. Dr. Smith decides to visit the general campus web portal (figure 1), identifies himself using his username, and searches the knowledgebase for information about his issue. After spending a few minutes in the knowledgebase, he hasn't found a solution to his problem. The web page states that if he hasn't found a solution he can contact a Customer Service Point (CSP) for additional help.

After scratching his head, he decides to see if the SoM Customer Service Point (CSP) can be of assistance. So, Dr. Smith chooses the SoM CSP from the presented drop-down list. He is then presented with a form which is partially auto-populated with information from his knowledge base search, his username, and contact information from a lookup based upon his username. After changing his preferred contact information, and editing his IT issue description, he confirms the information for submission. The web page then presents Dr. Smith with summary information about his "incident ticket", including what the next steps are and what and when he can expect to receive a response to his issue.

Jim Dane, a Help Desk Analyst with the SoM CSP, has just returned from a break and signs into the Shared IT Service Desk system, including the Call Center Phone system. Jim scans the in-queue of IT incidents and pulls up Dr. Smith's incident ticket. After a quick scan of the incident particulars, Jim does a look-up in the knowledgebase and change management logs to see if there is any information about this particular problem. He doesn't see any known problems related to this incident in the knowledgebase, and neither doe he see anything related in the change management logs. Jim does see that the incident is related to Service Provider X. Jim makes notations in the incident ticket about the work he has done. Because Dr. Smith specified a preference to be contacted on his cell phone, Jim makes a call to Dr. Smith to inform him that his issue is being escalated for advanced troubleshooting. He provides Dr. Smith with next steps and expectations, and asks if he can provide Dr. Smith with any additional assistance while he has him on the phone. After completing the call, Jim logs any particulars about the conversation to the ticket and escalates the ticket to Service Provider X.

Jane Shurat is a technician with Service Provider X. She sees that a ticket has been escalated to her Service group from Dr. Smith. After some initial diagnostics and consultation with her team, Jane determines that there is a problem with how certain applications work with the service, and immediately identifies a temporary workaround for those affected customers. Jane enters the "known problem" into the knowledgebase with a description of the temporary workaround. She associates Dr. Smith's incident with the known problem, and hands the ticket back to the SoM CSP for customer follow-up. Information is handed off to the Communications Team to disseminate information about the problem to impacted customers and interested parties. As the problem is remediated, impacted customers and the knowledgebase is updated.

The SoM CSP follows-up with Dr. Smith regarding what is now a known problem. Dr. Smith is provided with the known workarounds and a set of expectations for a permanent fix.

4.3.2 Representative Scenario 2

Shay Quinla is a student in the School of Architecture (SoA), and is having problems using modeling software used in her class. She is working with the software on her laptop in one of the campus internet café/lounges when she comes across the problem, As she looks up to ponder her question, she notices a sign pointing to the general campus walk-in office. Shay picks up her things and walks over to ask her question.

The staff on duty, Janette, records an incident with the question particulars and contact information. Janette is unfamiliar with the software, so she proceeds to check the knowledgebase for any FAQs, known problems, or workarounds. Having failed to locate an answer, Janette notes that this particular software is primarily supported by the SoA CSP. Janette offers to transfer the ticket to the SoA CSP and asks Shay if she would like to wait while she attempts to get the SoA CSP on the phone. Janette also presents Shay with the option of visiting the SoA CSP, or she can request that the SoA follow-up with her via e-mail or phone.

Shay decides that because it's a nice day, she'll walk to the SoA CSP. Janette transfers the ticket to the SoA CSP, noting that the customer will visit the SoA CSP walk-in office. Upon reaching the SoA CSP, Shay finds that they already have all the particulars about the problem and have begun to work on it. The SoA CSP proceeds to diagnose the software issue with Shay, ultimately finding the problem and the resolution. The SoA CSP closes the ticket, posting the solution to the knowledgebase.

4.3.3 Representative Scenario 3

Mohammad Rashdad is an administrative assistant in the Department of Anthropology. Mohammad is having difficulty using MS Excel to produce a report for the Department Chair. It's been a long day, and he has been working late into the evening. At 8:47pm, after spending time trying to figure it out himself, he decides to call the Department of Anthropology's CSP.

Mohammad is presented with a voice menu, and selects "Microsoft Office and Other Productivity Tools". He is given an approximate wait time, and his place in the "queue". While on hold, he is presented with a number of quick tips on how to use Microsoft Office – Frequently Asked Questions. After a couple minutes, he is greeted by Martha Siberry, a Service Desk Analyst with the 24/7 Campus CSP, who asks him to verify some information. Martha's screen is auto-populated based on the caller-id, but she verifies the caller particulars and records the problem description.

Mohammad's call was automatically rerouted from the Anthropology CSP to the 24/7 CSP. The Anthropology CSP has an agreement with the 24/7 Campus CSP to take calls after their normal service hours or when their call volume/wait time exceeds a threshold. There is also an agreement that any call resolved at the 24/7 Campus CSP should not be closed, but transferred to the Anthropology CSP to close out.

Martha is proficient with MS Excel and assists Mohammad over the phone. After walking Mohammad through a number of steps, verifying that he understands how to accomplish his MS Excel objective, Martha asks if he requires any other assistance. Martha also points Mohammad to the campus knowledgebase, and says that she will follow up with an e-mail with additional resources on MS Excel/Office products. Before completing the call with Mohammad, Martha tells him that someone from the Anthropology CSP will be following up with him to ensure he has everything he needs.

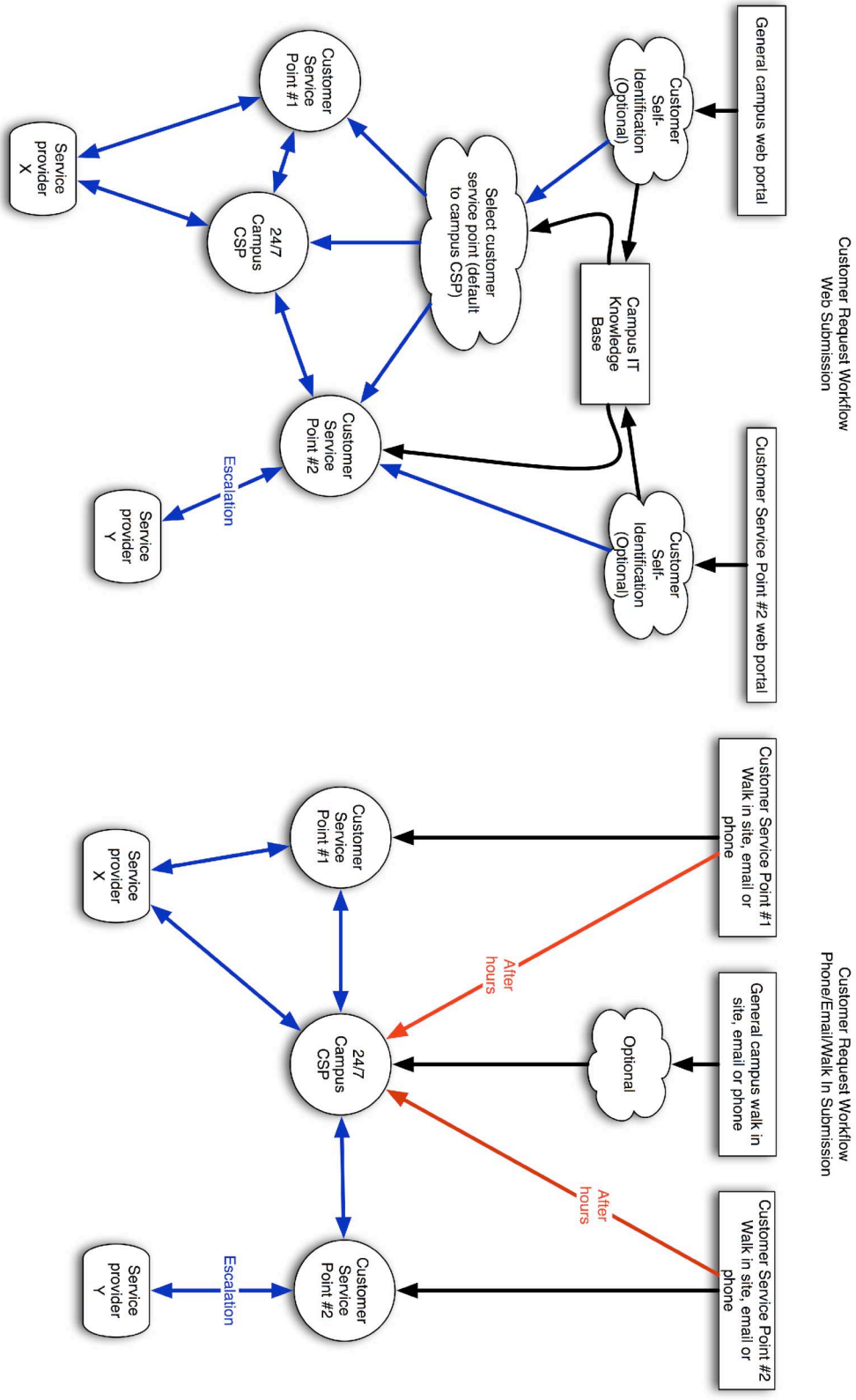

Figure 1 - Customer Interaction

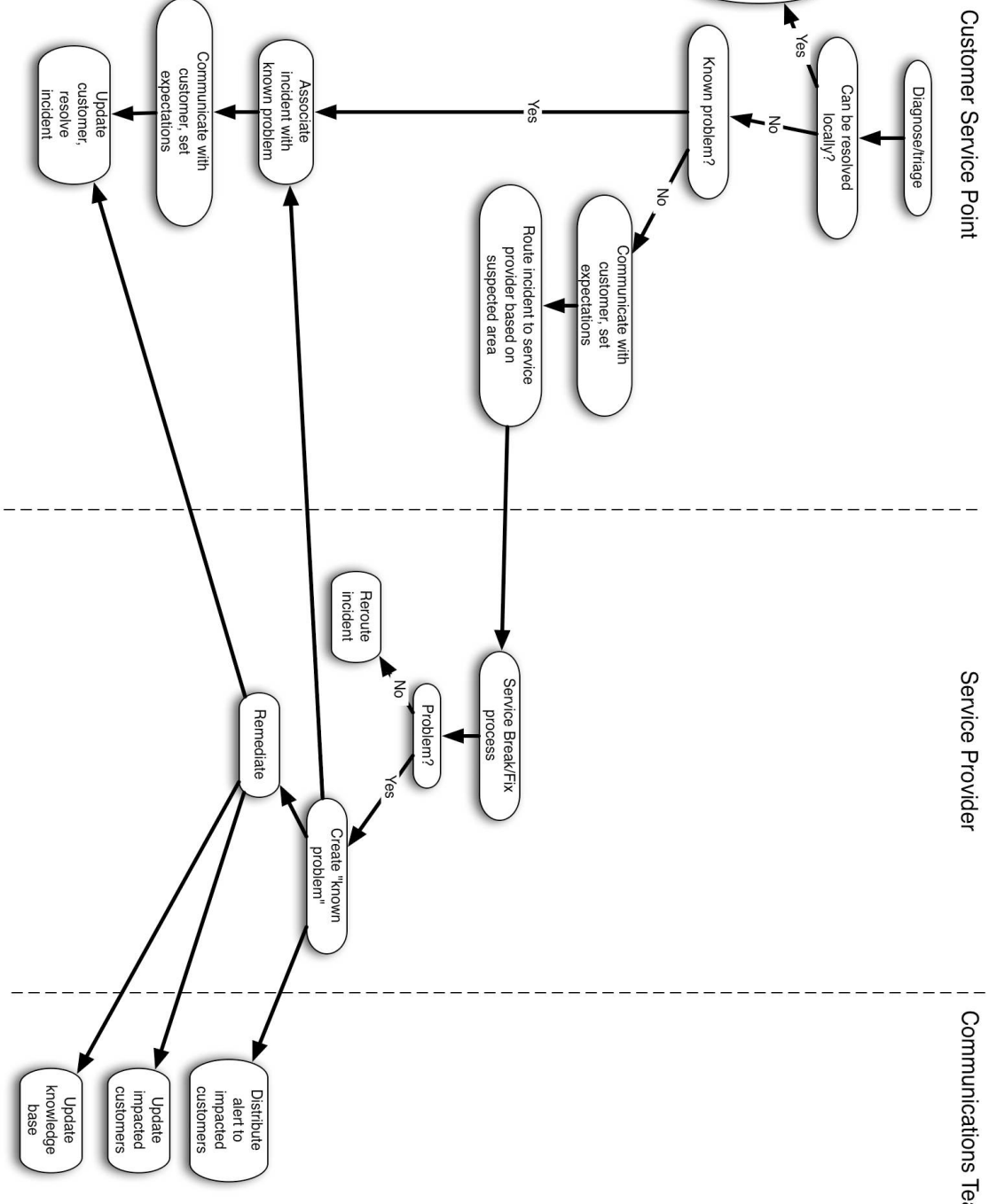

Figure 2 – Internal Workflow

4.4 General Process for Issue Reporting and Resolution

Customers contact the Service Desk via telephone, e-mail, or Web form – See Figure 1 - Customer Interaction and Figure 2 – Internal Workflow. Upon receiving contact from a customer the Service Desk staff would:

1. Collect accurate customer contact information
    a. Name, phone number and/or e-mail address
    b. Title (students, faculty, staff, etc)
2. Identify the customers Affiliation(s)
    a. School(s) or department(s) associated with the user
    b. New affiliations would be added to the tracking system
3. Describe the issue
    a. Identify the UB product or service and the specific subject area of that product
    b. Gather a detailed description of the issue, asking the user for information to clarify the actual issue
4. Communication of the issue
    a. If the issue is able to be closed on first contact, the customer would receive an email containing the description of the issue and the resolution text
    b. If the issue needs to be escalated, the customer would receive an email indicating the issue has been opened and escalated to appropriate staff.
    c. If additional information is needed, an email from the Service Desk system would be generated and sent to the customer.
    d. Notes or journal entries by Service Desk or UB staff would be recorded with the issue and viewable by authorized people.

Note:

- UB does not collect any personal information about students beyond that needed to resolve the issue.
- All customer data must be secured via SSL encryption when accessed through the Web interface and must be treated as confidential information.
- Service Desk staff are never to accept credit card information from customers, and should never store information such as SSN in the incident tracking system.
- UB does not share Service Desk data with any external entity. All data and statistics are confidential and subject to non-disclosure.

5 Scope and Objectives

Within this context, interested parties are encouraged to provide proposals describing the software packages and associated services that will form the technology infrastructure for the Shared Service Desk. In particular, a package that includes all of the mandatory capabilities as documented in the Gartner-derived product questionnaire (attached), implements the workflows described, follows industry best practices and standards, will scale to support the scale and distributed nature of the University, and is compatible with the major campus technology infrastructures is desired.

The amount of customization to meet University requirements should be minimal. Unless the feature in question is essential to the successful functioning of the UB Shared Service Desk, it is likely that the University workflow will be adjusted to meet the product's capabilities. While we expect some level of

training for the support and maintenance of the software package, it is expected that the existing IT staff on campus will provide project management related to product deployment.

The software should provide the following major components:

- Incident management
- Problem management
- Knowledge base
- Change management
- Configuration/Inventory management

A phased deployment is anticipated, with the incident management and knowledge base capabilities being implemented first.

6 Proposal Submission Requirements

6.1 Proposal Evaluation Overview

The proposal evaluation will proceed in two rounds. The first round will solicit written submissions from prospective suppliers. Based on the evaluation of these submissions, (per section 6.3) a set of finalists will be identified who will then be asked to participate in a second round series of onsite interviews and presentations to the campus.
A web site will be developed to provide updates to prospective respondents. Access to this site can be requested by email to ub2020-stssd-rfp@buffalo.edu. Questions or requests for clarification regarding the RFP should also be sent to this address. Questions and responses will be posted on the RFP web site. In order for all questions to be addressed in a timely manner, the deadline for questions will be October 26, 2007.

The first round proposal submission must be received by the UB Shared Service Desk RFP evaluation team no later than 4pm EST on November 9, 2007. Proposal materials should be submitted in Microsoft Word, Microsoft Excel, and/or PDF formats, depending on content. These documents should be submitted on CD or DVD as part of the submission packet.

The result of the first round of evaluations and the beginning of the second round is tentatively scheduled for November 26, 2007.

6.2 Cost Documentation

Information regarding pricing should be provided in two forms: (see pricing sheets)

6.2.1 Option A

Option A assumes that the University will purchase the complete suite of services and modules described in section 5 at one time. Each line item should be priced separately, and should reflect the major services, modules, or components that will be provided. If there are any recurring costs, such as license or software maintenance fees, these should be clearly marked as such.

6.2.2 Option B

Option B assumes that the University will implement a phased purchase over the course of several fiscal years. Documentation is similar to Option A, however the costs, components, and services should be distributed based on the following schedule:

FY 07-08: Knowledgebase, incident and problem management
FY 08-09: Configuration/Inventory management
FY 09-10: Change management

The responding vendors must commit to the pricing documented for at least 4 years. Any recurring costs should reflect the deployment schedule (i.e., FY 08-09 includes software maintenance charges for FY 07-08, but not FY 09-10).

6.3 Each first round proposal package should include the following:

- Completed Gartner-based Service Desk Software features spreadsheet (all tabs).
- Description of proposed solution that implements the goals and objectives listed in section 5.
- List of products and services for all of the modules or components required to implement the proposed solution.
- Pricing sheets (both purchase options A and B) for the above products and services. If there are any recurring charges, such as licensing or software maintenance costs, document them separately from one time costs.
- Documentation in PDF form for all products and optional modules or references to these materials online.
- Three references with names and phones numbers that may be contacted by the evaluation team. It is preferred that references include those clients that represent similar deployments as what is being proposed for UB, particularly in a higher education context.
- List of all installations/implementations over the last 3 years. (Include organization, address, and contact name)

7 Proposal Selection Criteria/Method of Award

The University will utilize a scoring system that is objective, quantified, and based on software and vendor characteristics critical for a successful implementation. Proposals will be evaluated using the following criteria as a measure of the respondents' software and services to successfully meet the goals and objectives of the project. Ability to successfully provide software and services as evidenced by the following factors will be used to select a vendor.

The University at Buffalo reserves the right to reject any subcontractor that the University determines as unacceptable or not qualified to perform the services required. The vendor shall not engage, contract with or use the services of any subcontractor without obtaining the prior written approval of the University. The vendor shall submit for approval a report of the scope of services to be provided by each of its subcontractors, with the latter's acknowledgement thereof. No provision of the contract agreement and no approval by the University of the scope of services between the University and any subcontractor shall, however, be construed as an agreement between the University and any subcontractor of the vendor of with any person, firm, or corporation engaged by, contracted with, or whose services are utilized by the vendor, or in any way affect the responsibilities of the vendor hereunder, and, unless otherwise agreed to in writing by the University.

7.1 ITIL incident/problem/configuration/change management capabilities (50 points)

Based on the responses to the supplied set of questions regarding the functional capabilities of the vendor's software products, the review team will determine if the proposed solution will meet UB's needs. Particular attention will be paid to features marked as mandatory, and if customization is required. Emphasis will be placed on incident and problem management as the initial focus of the deployment; however configuration and change management features will also be evaluated. The level of integration of these functions will be considered as well.

7.2 Infrastructure requirements (25 points)

Based on the responses to the supplied set of questions regarding the technical requirements of the vendor's software products, the review team will determine if the proposed solution will integrate well with UB's computing infrastructure as described in section 0. Particular emphasis will be on web server infrastructure, database and authentication requirements, and if customization is required. For client tools and access, compatibility with multiple web browsers and/or workstation operating systems is highly desirable.

7.3 Positive references from clients with comparable environment (25 points)

- Based on discussions with the provided three references and list of all installations/implementations over the last 3 years.

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7.4 Cost (25 points)

Based on the total cost of the proposed solution, as documented by the vendor.
Cost points will only be awarded to those invited to the second round evaluation and will awarded according to rank.

The second round evaluation criteria will encompass the same basic criterion as sections 7.1 and 7.2, however will be based on a demonstration of the respondent's solution as well as an on site interview. These interviews and demonstration visits will begin the week of November 26, 2007, and will take as much as a full day. Respondents should be prepared to schedule appropriate staffing for on site visits during this time.

Terms and Conditions

1. **Independent Contractor** - The firm and its employees engaged in the performance of the work shall at all times be deemed to be performing as an independent contractor and not as agents or employees of the State University or State of New York. The firm shall indemnify and hold harmless the University and its employees. Therefore, the firm bears full responsibility for any and all liability, loss, damages and expenses which may be suffered from any claim, demand, suit or cause or action which may be made or held against them by reason of negligence or malpractice on the part of the firm, its agents or employees.

2. **Ownership** - All information collected during the project and subsequent recommendations will be the sole property of the University at Buffalo. Any use of this information or of the recommendations that emerge must receive prior written approval from the Assistant Vice President for Procurement Services.

3. **Exceptions** - Exceptions taken to this submission must be submitted in writing specifying item and page number of the clause being excepted.

4. **Presentation** – Select potential providers will be asked to provide a presentation or presentations about their Submission at their own expense.

5. **Indemnification and Hold Harmless** – The Responder shall indemnify and hold harmless the University, its employees and designated representatives from any and all claim, suits, actions, liabilities and costs of any kind, including attorney's fees, for personal injury or damage to real property or tangible personal property arising from the acts or omissions of the Responder, its agents, officers, employees or subcontractors. Notwithstanding anything herein to the contrary, in no event shall the Responder be liable for any indirect or economic consequential damages arising thereunder.

6. **Term of Agreement/Contract Term -** The successful Responder will be required to enter into a formal written agreement with the University.

7. **Insurance Liability -** Contractor will at all times, at their own expense, carry public liability insurance and property damage insurance in the amounts of $1,000,000/$1,000,000 naming the State University of New York at Buffalo, and the State of New York as additional insured.

   Copies of certificates shall be presented to the Purchasing office, Attention: John Grabowski upon award of contract or before work commences. Will UB require a performance bond for this work?

8. **Addenda -** It is the responsibility of the Responder to inquire about any requirement of this RFP that is not understood. Responses to inquiries if they change or clarify the RFP in a substantial manner will be forwarded by addendum from purchasing by John Grabowski to all providers who have received a copy of the RFP. The University will not be bound by oral responses to inquiries or written responses other than addenda.

9. **Confidentiality -** The information contained in any information submitted for the University's consideration will be held in confidence until all evaluations are concluded and a contract is

awarded. The University will respect any requests for confidentiality for information of a proprietary nature. Clearly mark any information considered proprietary.

10. **Force Majeure -** Neither party will be liable for losses, defaults or damages which result from delays in performing, or inability to perform, all or any of the obligations or responsibilities imposed upon it in any contract resulting from this Request for Information because of acts of God, the public enemy, acts of government, earthquakes, floods, typhoon, civil strife, fire or other causes beyond the reasonable control of the party so delayed in or so unable to perform provided that such party was not negligent and shall have used reasonable efforts to avoid and overcome such cause. Such party will resume full performance of such obligations and responsibilities promptly upon removal of any such cause.

11. **Governing Law -** The laws of the State of New York shall govern this Request for Information and any resulting contract. All applicable Federal and State laws, Municipal ordinances, and rules and regulations of all authorities having jurisdiction over this project shall apply to the contract throughout, and they will be deemed to be included in the contract the same as though herein written out in full.

12. **Termination -** SUNY shall have the right to terminate this contract early for: (i) unavailability of funds; (ii) cause; (iii) convenience; (iv) in the event the State Finance Law sections 139-j and 139-k certifications are found to be intentionally false or intentionally incomplete or (v) or if applicable, the Department of Taxation and Finance Contractor Certification form, ST-220-CA, statements are found to be intentionally false or intentionally incomplete.

13. **Compliance with New York State Requirements -** It is mandatory that every Responder/Contractor must comply and submit all required documentation, if relevant to this submission. This Documentation includes, but is not limited to, NYS Vendor Responsibility Questionnaire; ST-220-CA and ST-220-TD; and State Finance Law 139 form. NOTE: The ST-220-TD is to be forwarded to the NYS Department of Tax and Finance, and is a one time only filing. Failure to submit completed forms could result in Responder/Contractor disqualification. Required forms for this submission are included in.

    Consulting Service (if applicable): The successful Provider, while performing its obligations under this Agreement, will be providing services under a "consulting agreement" (as defined by New York State Finance Law). Therefore, the successful Responder will be required to complete the "State Consultant Services Contractor's Planned Employment" form (also known as "Form A") prior to final execution of any State contract. This form is provided ONLY ONCE and captures the necessary planned employment information prospectively from the anticipated start date of the contract through the end of the contract term.

    Contractor shall comply with the provisions of the New York State Information Security Breach and Notification Act (General Business Law Section 899-aa; State Technology Law Section 208). Contractor shall be liable for the costs associated with such breach if caused by Contractor's negligent or willful acts or omissions, or the negligent or willful acts or omissions of Contractor's agents, officers, employees or subcontractors.

14. **Value Added -** Please indicate any other value-added arrangements, unique business features, sponsorship arrangements, special services, development initiatives, discounts or terms and conditions that could be combined with this RFP. Where applicable, Responder should place an estimated value for the service.

15 **Payment -** Payment to vendor will be made after successful installation of software product. Annual payments will be paid after receipt and successful; installation of all corresponding upgrades and enhancements.

Pricing Page (1)

Option A:

Complete Software License

- Incident management $_____
- Problem management $_____
- Change management $_____
- Configuration/Inventory management $_____
- Knowledge base $_____

TOTAL
$_____

Reoccurring Cost (after year 1)

- Annual License Fee $_____/Yr X 3Yr's $_____
- Software Maintenance $_____/Yr X 3 Yr's $_____
- Other (list all other reoccurring cost below. Any cost not listed will be considered " no charge and will be supplied at no cost to the University)
- _____ $_____
- _____ $_____
- _____ $_____

Total Option A $_____

Option B

Cost Year 1:

License Cost (Knowledgebase, Incident, Problem Mgmt. $_____

Total Year 1 $_____

Cost Year 2:

License Cost (Configuration/Inventory Mgmt.) $_____

Reoccurring Cost

- Annual License Fee $_____
- Software Maintenance $_____
- Other (list all other reoccurring cost below. Any cost not listed will be considered " no charge and will be supplied at no cost to the University)
- _____ $_____
- _____ $_____
- _____ $_____

Total Year 2 $_____

Option B (continued)

Cost Year 3:

License Cost (Change Mgmt.) $_____

Reoccurring Cost

- Annual License Fee $_____
- Software Maintenance $_____

Pricing Page (3)

- Other (list all other reoccurring cost below. Any cost not listed will be considered " no charge and will be supplied at no cost to the University)

- _____ $_____
- _____ $_____
- _____ $_____

Total Year 3 $_____

Total 3year Option B $_____