



STATE OF LOUISIANA

**Division of Administration
Office of Technology Services**

Addendum # 2

**For: Request for Information (RFI) related to
Commercially Available Configuration
Management Database (CMDB) Solutions**

RFI #: 3000025021

1.0 Purpose

Addendum #1 provides responses to questions received from the published RFI.

Question #	Question	Response
1.	Where there any SIs or partners that LA OTS consulted to launch this RFI or was this all done by interagency market research?	This RFI was created internally.
2.	What is the number of current ITSM users and end-users (including agency support requests and citizens if applicable)?	We have approximately 1,525 licensed users and 88,245 end user accounts
3.	Can you please breakdown the amount of assets in your agencies IT environment (i.e. servers, laptops, network devices, data center assets, etc.)?	We have pproximately 4000 servers, 35,000 computers, 10,000+ network assets; 100,000+ monitored endpoints
4.	What is the current solution provided by Ivanti (Cherwell or Neurons) and the version (if possible)?	Ivanti Neurons 2020.4.0.2021033001
5.	If this is part of a broader ITSM initiative, would this be a multi-phased roll-out (ITSM and CMDB first before diving into ITOM/AIOps)?	CMDB is the primary objective of this initiative / RFI
6.	Can you tell us more about how ServiceNow fits into your current environment or future plans, especially in terms of potential integration with the winning solution's CMDB/ITSM?	The state does not own any ServiceNow modules
7.	Is there a preliminary timeline for this project after this solicitation closes? If so, will it be going to RFP or a potential sole-source after this analysis is completed?	There is no pre-liminary timeline at this time. A decision is not been made related to any future procurement.
8.	Azure requirements? Hybrid or multi-cloud environment?	A solution like this would need to operate in a hybrid, multi-cloud environment (Azure, AWS, GCP, OCI)
9.	Is the agency considering on-premises install or only SaaS?	A decision has not been made, but SaaS would likely be preferable.
10.	Is GSA an option for procurement?	No, the State cannot use GSA contracts. However, other multistate contracts such as NASPO can be utilized.
11.	What is the anticipated award date for this bid?	Unknown at this time
12.	What is the targeted go-live date for this project?	Unknown at this time
13.	What is the length of the resulting contract for this award?	Unknown at this time

14.	Would you consider sharing the method of evaluation for this bid?	Unknown at this time
15.	Who will evaluate the proposal?	Unknown at this time
16.	If there is a scoring system, will you share it?	Unknown at this time
17.	Are bidders permitted to use their own branded template for their response?	Unknown at this time
18.	When do you plan to contact references provided in this bid?	Unknown at this time
19.	Would you consider an implementation partner to do the services or does the agency prefer direct vendor resources for the project?	Unknown at this time
20.	What is LA OTS leveraging for Asset Discovery (if a solution is currently in use)?	The state is not currently leveraging automatic asset discovery tools
21.	Is StateRAMP/GovRAMP a hard requirement or would FedRAMP moderate suffice?	FedRAMP moderate would be sufficient, but StateRAMP is highly recommended
22.	Is there any PII/PHI shared in the currently deployed solution?	The Service Management system contains PII/PHI
23.	Could the AWS marketplace be used for procurement?	Unknown at this time
24.	Is a multi-tenant environment being considered for other LA agencies to access the solution?	Unknown at this time
25.	What is the anticipated contract value for this service?	Unknown at this time
26.	Is there a timeline in pursuing the project?	There is no pre-liminary timeline at this time. A decision is not been made related to RFP or anything related to procurement
27.	Is there a current vendor providing this service or is it a new requirement? If there is a current vendor, could you please provide the current contract documents/information?	There is no current vendor or solution providing this service at this time.

THIS ADDENDUM IS HEREBY OFFICIALLY MADE A PART OF THE REFERENCED REQUEST FOR INFORMATION.