



Addendum No. 3

City of Coquitlam

RFIQ No. 25-055

Information Technology Service Management Solution

Issue Date: April 25, 2025

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Proponents shall note the following amendments to the RFIQ documents:

QUESTIONS

Q1. Can the City confirm that data migration is in scope? Please could you confirm what data is required to be migrated e.g., Incidents, Changes etc. and the volume of each type of data?

A1. Data migration is not in the scope of this RFIQ.

Q2. What is the anticipated timeline for transitioning to the new provider?

A2. 2026-2027.

Q3. What is the anticipated go live date?

A3. 2026-2027.

Q4. Can you confirm that ITSM services are currently being provided in-house and this is a new request to outsource?

A4. Incident Management, Service Request Management, Change Management. This is not a new request to outsource.

Q5. What is the current IT Service Management platform in use?

A5. IBM Maximo-Service Desk Everyplace for IBM Control Desk 7.6.0.1049.

Q6. Is there a preference to retain this current platform, or migrate to a different ITSM system?

A6. Yes, migrate to a different ITSM platform.

Q7. What are the current service desk and ERP systems used by the client?

A7. IBM Maximo Service Desk Everyplace for IBM Control Desk 7.6.0.1049.

Q8. What are the ticket volumes associated with service calls, incidents, changes, problems, knowledge articles, service requests, configuration items, service levels and reports?

A8. 1200 Tickets are generated on a monthly basis (incidents, changes, service requests).

Q9. Is the expectation both to implement and/or migrate to the new IT Service Management solutions AND to provide the support on the new solutions moving forward?

A9. Yes, implement and migrate to the new IT Service Management solution and provide maintenance support.

Q10. How will Supplier staff connect to your system of record?

A10. Secure remote access via multi-factor authentication for external users.

Q11. Who will provide the licenses for the software technology mentioned in the RFP?

A11. This is an RFIQ. License costs estimates would need to be provide for budgeting purposes.

Q12. Is the internet sufficient to gain access to your systems or is there a need for a circuit or a VPN?

A12. Secure remote access via multi-factor authentication is required for external users.

Q13. Who will provide the telephony platform?

A13. The City has a telephony platform.

Q14. Is the contact center a cloud version?

A14. Yes.

Q15. Which phone type is expected to be leveraged?

A15. VOIP (MS Teams).

Q16. SIP/softphone or physical, desktop phones?

A16. All.

Q17. Is working remotely permitted?

A17. Yes.

Q18. Who is expected to oversee real-time adherence (RTA) and workforce management (WFM)?

A18. Managers, Supervisors, Team leads.

Q19. What is the capability level expected from the tech support analysts i.e. do they need to hold Oracle or SAP certifications?

A19. Yes.

Q20. What are your quality assurance expectations for each service type?

A20. Incident Management example: Tickets contain accurate, complete information, SLAs and response/resolution times met, proper priority and categorization applied, root cause and resolution clearly, documented, user communication timely and professional.

Q21. Are there specific Key Performance Indicators (KPIs) that should be tracked?

A21. First Contact Resolution (FCR) Rate, Mean Time to Resolve (MTTR), SLA Compliance Rate, Customer Satisfaction (CSAT) Score. Ticket Volume Trends.

Q22. What SLAs are in place or expected for response and resolution times?

A22. Service Level Objectives differ based on service requests.

Q23. How are SLA breaches handled?

A23. There are no SLAs in place and this has yet to be determined for the new solution.

Q24. Are there penalties or incentives associated with SLA performance?

A24. There are no SLAs in place and this has yet to be determined for the new solution.

Q25. How is CSAT measured/calculated today?

A25. This is currently captured through surveys to the clients.

Q26. Are there specific expectations for response and resolution times?

A26. This varies based on the types of service requests (i.e printer fix 2 hour response 4 hour resolution).

Q27. What types of reports are required (e.g., performance metrics, user satisfaction, ticket resolution times)?

A27. Yes, performance metrics, user satisfaction, ticket resolution times.

Q28. What is the preferred frequency and format for reporting?

A28. Daily and structured format for reporting.

Q29. What are the defined escalation paths for unresolved issues?

A29. Tier based. 1,2,3 and External vendor support.

Q30. Are there specific contacts or teams for different types of escalations?

A30. Yes.

Q31. What is the expected communication protocol during escalations?

A31. Follows a structured, transparent, and timely approach to ensure effective incident or problem resolution. Tier 1, 2, 3 and external vendor support.

Q32. Please provide total Support IT Agents count

A32. 7- Support Desk, 5-Network Services, 13-Application Services, 7 Managers, 5 Project Managers, 3 Others. ICT total 40.

Q33. Please let us know if the Support IT Agents work in shifts

A33. Yes.

Q34. Please share list of Assets to be managed (Count by Asset Type . Ex; Server, Laptop, Network devices, etc.)

A34. The City has approximately 13,000 IT assets.

Q35. Do you have Software Assets to be managed? If yes, please share the list of Vendor list of the software

A35. No.

Q36. Please let us know If you are looking for SaaS or Self Hosted Option

A36. Preferred SaaS but open to Self-Hosted Option.

End of Addendum No. 3

Proponents take into account the content of this Addendum in the preparation and submission of the Proposal which will form part of the Contract and should be acknowledged on the Proposal Submission Form.

Upon submitting a Proposal, Proponents are deemed to have received all addenda that are issued and posted on the City's website and considered the information for inclusion in the Proposal Submission.

Issued by:

Chris Overes

Senior Procurement Specialist

bid@coquitlam.ca