

RFI- 062419-1  
Addendum #1

Dated on 06/27/19

The following is additional information regarding **RFI – 062419-1** titled **IT Service Management Solution**. The due date and time for responses is **7/16 /19 @ 2PM PDT**. This addendum includes both questions from prospective proposers and the Port's answers, and revisions to the RFI. This addendum is hereby made part of the RFI and therefore, the information contained herein shall be taken into consideration when preparing and submitting information.

Item #	Date Received	Date Answered	Vendor's Question	Port's Answer	Work Request Revisions
1	6/26/19	6/27/19	For pricing I need to know how many people would need the ability to work in a ITSM solution. We don't charge for people that are submitting a ticket, just the people working them. Additionally, how many devices would a Software Asset Management software be keeping track of?	<p>This PoT/NWSA is seeking a solution that will adequately service the current IT environment, specified as:</p> <ul style="list-style-type: none"><li>• 300 PoT Employees</li><li>• 30 Total IT Positions</li><li>• 6 IT Management Positions, Director, 2 Senior Managers, 3 Managers</li><li>• 300 Number of Tickets Opened on the Average Every Month</li><li>• 10 Concurrent ITSM Users on Average, with 18 licenses</li><li>• 185 servers (physical and virtual)</li><li>• 500 networking gear</li><li>• 400 desktops/laptops/tablets</li></ul> <p>The Port intends to use the ITSM system enterprise-wide in the future and will have the following</p>	

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				<p>additional needs:</p> <ul style="list-style-type: none"><li>• 10 – 15 Management Positions (IT and other Departments)</li><li>• 800 Number of Tickets Opened on the Average Every Month</li><li>• 40 Concurrent ITSM Users on Average</li></ul>	
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