REQUEST FOR PROPOSALS (RFP)
Information Technology Service Management
RFP No: RFP FGCC 23/24-02
REQUIREMENTS MATRIX

Function	Solution Meets /Does not Meet	This is evidenced in the proposal (Page, section)
Service Desk		
The ticketing component shall include, but is not limited to, ticket entry, categorization, prioritization, assignment, incident resolution, time tracking, and templates for common cases.		
A central point of contact for users to report incidents, make service requests, and seek assistance. It often includes a ticketing system.		
Robust Onboarding & Offboarding Processes.		
Self-Service User portal- users can independently initiate service requests, report issues, access relevant information, check the status, and review comments.		
Profile and ticket types for agency subsections, including workflows, specifics on hardware, software, etc.		
Ticketing shall include task and task assignments.		
Incident Management:		
Efficient incident logging, tracking, and resolution workflows		
Tracking and managing incidents (unplanned disruptions or failures) to restore regular service operations quickly.		
Facilitate documentation of security incidents, including identification, containment, eradication, and recovery steps.		
Escalation management and notification capabilities		
SLA management and performance monitoring		
Monitor the IT infrastructure for events and alerts and manage responses to ensure optimal performance and availability.		
Problem Management:		
Root cause analysis tools and capabilities		
Problem categorization and prioritization		
Trend analysis and proactive problem resolution		
Change Management:		
Change request submission, approval, and implementation workflows.		
Change impact assessment and risk analysis.		
Change scheduling and coordination with stakeholders.		
Provide calendar view of scheduled changes.		
Manage and control changes to the IT environment to minimize the impact on services and ensure that changes are implemented smoothly.		
Plan, schedule, and control the rollout of new software releases and updates to the production environment.		
Plan, implement, and review changes to IT services.		
Asset Management:		
Comprehensive asset discovery and inventory management		
Automated discovery of assets		
Maintaining an accurate and up-to-date record of all IT assets and their relationships to ensure proper configuration and change management.		

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Hardware and Software Inventory-Accurate and up-to-date inventory of both hardware and software assets.		
Asset life cycle management (procurement, deployment, retirement)		
Integration with other IT management systems (inventory tools)		
Service Catalog:		
User-friendly service request catalog with self-service capabilities		
Automated service fulfillment workflows		
Integration with the knowledge base and asset management		
Service Level Agreements (SLA)		
Defining, monitoring, and managing service level agreements (SLAs) to ensure that services meet agreed-upon performance and quality standards.		
Performance tracking with clear indicators to identify areas of improvement.		
Knowledge Management:		
Centralized knowledge repository for articles, FAQs, and troubleshooting guides.		
Knowledge capture, validation, and sharing workflows.		
Search functionality with relevance ranking and tagging.		
Training and documentation		
Integration and Customization:		
Ability to integrate (bi-directional) with third-party tools (e.g., monitoring systems, HR systems, inventory systems to include but not limited to People First, Giga Trak, Remedy Force, M365)		
API access for custom integrations and automation		
Customization options for workflows, forms, and UI branding		
Integrations with Security tools for security alerting and ticket creation		
Solution requirements:		
The system must include a built-in email mechanism and not rely on on-premises servers or a separately purchased mail relay service.		
SaaS/Cloud-Based Configurable System		
Capability to customize workflows, forms, and processes to align with the organization's unique requirements and workflows.		
Supported Operating Systems: Windows 10 and 11, latest release.		
The system should be able to scale to meet the needs of FGCC as it grows.		
Clear processes for updates, upgrades, and ongoing maintenance to ensure the system remains current, secure, and efficient.		
Implement automation to streamline routine tasks and orchestrate workflows to improve efficiency and consistency.		
Data should be processed and stored within the Continental US		
The tool should adhere to an appropriate level of service performance, including availability, service desk, and data retention.		
Role-based/User Role Management- The tool should have security controls to allow only authorized staff and users to view, open, modify, authorize, and close records based on their role.		
The FGCC should have the option to deactivate user accounts. These accounts should not incur licensing costs.		
The tool should include a self-service portal for business users. The self-service portal should be customizable so that it can be repurposed for other business uses.		

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The tool should support designating fields as mandatory.		
The tool should be able to produce 'out of the box' management reports without additional products or consultancy services, including Service Level Achievements/Targets for services. Vendors should specify the available 'out of the box' reports in the response.		
The tool should facilitate the production of management reports from historical records.		
The tool should provide an audit trail for record information and updates (e.g. IDs of individuals or groups opening, updating, and closing records; dates and times of status and activities updates; types of activities).		
The tool should automate notification and escalation to inform IT and users of potential issues or progress.		
The tool should include the option to encrypt sensitive data using the FGCC proprietary encryption keys.		
Data can be shared and transferred across record types (e.g. Incident data can be populated into a change record without reentering data).		
Provide customer survey capability with reporting, customizable notifications, and external logos/branding.		
Include task and task assignments.		
Provide workflows for multi-user approvals or complex task coordination.		
Provide automated escalation of incidents and requests.		
Provide the ability to create child tickets from a parent ticket and maintain relationships between tickets.		
User Interface Requirements		
User-friendly interface for iOS/iPadOS and Android devices		
User-friendly interface and intuitive design to facilitate adoption and minimize training requirements for IT staff and end-users.		
It should be possible for the system administrator to modify the terminology of the data input and reporting mechanisms.		
The tool should provide facilities for the system administrator to re-brand the solution using the FGCC logo and color pallet.		
Menus, windows, web browsers, or similar techniques should be provided to facilitate ease of use.		
The tool shall also be accessible through IOS and Android applications on mobile devices such as smartphones and tablets. Any mobile application should preferably be compliant with mobile device management solutions.		
A means should be provided of allowing expert users to quickly move between functions and/or enter data, for example, by using function keys or shortcut commands.		
Online context-sensitive help facilities should be provided at all levels.		
Error messages generated by the tool should be informative and meaningful.		
The tool should provide facilities to enable the system administrator to modify the text of help screens.		
The tool should permit the entry by replication and amendment of existing items.		
The tool should provide automatic validation of input data, of which the system administrator can specify the validation criteria.		
The tool should allow defining or adjusting screens, reports, workflow, etc., without the intervention of the Vendor.		
The tool should use list boxes as much as possible to input data fields.		
It should be possible to have more than one screen opened simultaneously.		
It should be possible for the system administrator to limit the number of concurrent user sessions to one.		
User Input Validation		
Authorization check		
Consistency check		
Reports of invalid log-in attempts		

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Data input fields or options in the tool that are not accessible or editable for a specific (group of) user(s) (based on authorization levels) must be easily recognized (e.g., greyed out).		
Reporting Requirements		
Pre-built and customizable reports and dashboards		
Performance metrics tracking (SLAs, KPIs)		
Trend analysis and forecasting capabilities		
Structured process for users to provide customer feedback on IT services.		
Generating reports and analytics to evaluate IT service performance, identify improvement areas, and make data-driven decisions.		
Accessible dashboards with real-time insights into IT services and resources		
The tool should be able to present management information about the service management processes that are defined within FGCC's service organization.		
The tool should be able to provide standard management information reports providing statistical information, progress information, and exceptions.		
All reports must be capable of being viewed on-screen or printed.		
There should be an inquiry facility to produce user-defined management information reports.		
The Vendor should give insight into the logical data model the client needs to produce ad hoc reports.		
It should be possible to present management information in graphical form, using facilities within the tool(s) or transferring data in standard format to other utilities.		
All standard management information reports should be capable of being generated for user-defined periods and reporting life cycles of records (e.g., history of status of incidents or changes over a period of time).		
Security Requirements		
Data encryption in transit and at rest		
Role-based access control and permissions management.		
The tool should provide a facility to enable the system manager to assign varying access permissions to categories of staff.		
Compliance with industry standards (e.g., GDPR, HIPAA)		
FedRAMP certified or equivalent		
The tool should have security controls to allow only authorized staff and users to view, open, modify, authorize, and close records based on their role.		
The tool should provide facilities to prevent unauthorized access to data or controls, for example, by user identity and password, with multiple levels of authority and corresponding access permission.		
The tool should support multi-factor authentication.		
The tool should integrate with identity access management solutions.		
It should be possible for the system administrator to modify the allowable range of IP addresses.		
The tool should support the Single-Sign-On technique to validate user IDs and passwords from the running operating systems. It should support SAML protocol.		