



Contract 2945P

Implementation of an ITIL Based Service Desk Model

1. Introduction

The City of Richmond proposes to engage the services of a an ITIL certified and qualified proponent to implement an ITIL based Service Desk model to handle incident management using a coaching/facilitating model to transition staff using practical knowledge applied to real life scenarios and hands-on training.

The objective of this request for proposal is to provide the City with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection.

2. Submission Details

Three (3) copies of proposals marked “**Implementation of an ITIL Based Service Desk Model Contract 2945P**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until 3:30pm, Local Time, on Wednesday, September 20, 2006. Submissions received after this time will be returned to the sender.

The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at their own discretion.

Proposals may be withdrawn by written notice only provided such notice is received at the office of the City’s Purchasing Section prior to the date/time set as the closing time for receiving proposals.

Proposals shall be open for acceptance for 90 days following the submission closing date.

All proposals will remain confidential, subject to the Freedom of Information and Privacy Act.

Any interpretation of, additions to, deletions from, or any other corrections to the Proposal document, will be issued as written addenda. It is the sole responsibility of the potential Bidders to check with BCBid and/or the City of Richmond’s website to ensure that all available information has been received prior to submitting a bid.

3. Enquiries

3.1 Clarification of terms and conditions of the proposal process shall be directed to:

Purchasing

Telephone: 604-276-4287

David Phipps

Supervisor, Purchasing

Purchasing Section

E-mail: purchasing@richmond.ca

City of Richmond

3.2 Technical clarification shall be directed to:

Functional

Telephone: 604-247-4618

Paul Sung

IT Project Leader

IT Department

E-mail: psung@richmond.ca

City of Richmond

Technical

Telephone: 604-276-4252

Angela Deer

Information Technology Security Analyst

IT Department

E-mail: adeer@richmond.ca

City of Richmond

The City, its agents and employees shall not be responsible for any information given by way of verbal communication.

Any questions that are received by City of Richmond Staff that affect the Proposal Process will be issued as addenda by the City of Richmond.

4. Project Background

The City of Richmond's Information Technology (IT Department) is seeking a way to enhance our current service delivery processes based on Information Technology Infrastructure Library (ITIL) methodology. ITIL concepts support IT service provision in the planning of consistent, documented and repeatable processes that amplify customer experience and improve service delivery.

Our current Help Desk is an important function within our IT Department and is the first point of contact for users, focusing on managing calls, communication and resolution of incidents. In ITIL standards, this function will evolve into a Service Desk, which represents the entire IT Department and focuses on blending process, people and technology to deliver complete customer satisfaction.

Our Customers constitute 1400 + City Staff from our City Hall, Works Yard, Fire Halls, Gateway Theatre and Community Centre locations, and the equipment deployed is 1000

desktop PC's, 130 laptops, 150 printers and 100 PDA's. all of which are served by our seven (7) full-time Help Desk staff using Remedy Support software.

5. Project Scope

Consultant Duties

- Review current Help Desk procedures and documentation;
- Facilitate and assist staff with business process design and advising of best practises, document design session results;
- Integrate Help Desk and Desktop teams to a Service Management model that aligned with ITIL best practises;
- Perform IT process design for centralized functions for incident and request handling, based on the ITIL framework, which may include new process design or process revision and working extensively with customer teams;
- Devise ongoing monitoring standards to assist in management of customer satisfaction;
- Determine and recommend the “right levels” of staffing for Service Desk Incident Management;
- Provide “hands-on training” for Help Desk & Desktop staff to support the Incident Management process in real life job environment, not a classroom setting;
- Develop a strategy to communicate and promote IT Services;
- Provide management information about Service Desk quality and operations.

Project Deliverables

- Detailed work plan (including tasks and objectives, timelines and milestones)
- Detailed requirements of City resources (including time commitments and qualifications)
- Incident Management Process definitions
- Updated Service Desk procedures and standards
- Initial Service Catalogue listing of IT services provided to our users, listed by a user's perspective
- Initial Knowledge Base containing a list of know solutions for common incidents, which will assist Service Desk Staff before consulting second/third tier support.

6. Project Schedule

The project is scheduled to start by October 2006 and conclude within the first quarter of 2007. A project schedule is to be submitted with the proposal.

7. Proposal Submissions

All proponents are required to provide the following information with their submissions, and in the order that follows:

- A Corporate profile of their firm outlining its history, philosophy and target market.
- An executive summary detailing total days required to complete the project and a synopsis of daily statement of work.
- A description of the consultant's understanding of the project objectives/outcomes and vision, and how these will be achieved.
- A detailed listing of ITIL experience.
- A detailed high level project methodology and plan explaining each project task including what will be expected of both the consultant and the City with respect to each task.
- Team Composition – a complete listing of all key personnel who will be assigned to this project. This will include their relevant experience, educational history, qualifications for this project, roles and responsibilities, leadership, etc., in addition to their availability for this project.
- A complete definition of the process that will be employed to meet the objectives of this project, eg., approach to be taken, feasibility and Remedy Software experience, etc.
- A detailed schedule of all activities, including milestones, project meetings, interim reports and progress reports required for this project.
- Provision of a priced methodology complete with a time allotment for each identified task you propose to employ to carry out the work, this shall form the basis for payments to the successful proponent. Supplement this with a schedule of fees for staff to be assigned to the project. (These rates shall be the basis for adjustments to the value of the contract in the event the scope of work varies from that proposed.)
- A minimum of three (3) client references from projects of a similar size and scope.

8. Working Agreement

The successful proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponents submission and any modifications thereto.

Proponents may include their standard terms of engagement.

9. Evaluation Criteria

Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:

- Understanding of project objectives/outcomes and vision
- Project Methodology
- Team Composition – experience and qualifications of those staff to be assigned to the project
- Project Deliverables
- Experience using software tools for implementation
- Value for Money
- References
- Interview (if required)



City of Richmond
Business and Financial Services Department

Notice of No Bid

Note: Receipt of this completed form will assist us in calling for future bids. Please complete and submit this form prior to the closing date and time as shown on the Request for Quotation/Proposal/Tender form.
Please remember to include Quotation/Proposal/Tender No. at right.

Quotation/Proposal/Tender No.
2945P

A Quotation/Proposal/Tender is not being submitted for the following reason(s):

- | | |
|--|--|
| <input type="checkbox"/> We do not manufacture/supply the required goods/services | <input type="checkbox"/> Cannot obtain raw materials/goods in time to meet delivery requirements |
| <input type="checkbox"/> We do not manufacture/supply to stated specifications | <input type="checkbox"/> Cannot meet delivery requirements |
| <input type="checkbox"/> Specifications are not sufficiently defined | <input type="checkbox"/> Cannot quote/tender a firm price at this time |
| <input type="checkbox"/> Insufficient information to prepare quote/proposal/tender | <input type="checkbox"/> Insufficient time to prepare quote/tender. |
| <input type="checkbox"/> Quantity too small | <input type="checkbox"/> We are unable to competitively quote/tender at this time. |
| <input type="checkbox"/> Quantity too large | <input type="checkbox"/> We do not have facilities to handle this requirement |
| <input type="checkbox"/> Quantity beyond our production capacity | <input type="checkbox"/> Licensing restrictions (please explain) |
| <input type="checkbox"/> Cannot meet packaging requirements | <input type="checkbox"/> Agreements with distributors/dealers do not permit us to sell directly. |
| <input type="checkbox"/> Cannot handle due to present plant loading | <input type="checkbox"/> Other reasons or additional comments (please explain below) |

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|---|---|---|
| I / We wish to quote / tender on similar goods / services in future <input type="checkbox"/> Yes <input type="checkbox"/> No | Authorized Company Official – Signature and Title | Date |
| This space for City of Richmond Comments | | Firm Name |
| | | Address |
| | | |
| | | City |
| | | Province Postal Code |
| | | Telephone Number |