



March 21, 2024  
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A handwritten signature in blue ink that reads "Jeff Spohn". To the left of the signature is a circular stamp or mark.

FROM: Jeff Spohn  
Director of Procurement  
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SUBJECT: 24-12-18039-03170  
Information Technology Asset Management and System Imaging Software  
Due: 4-2-24 / 2PM/Local Time

Addendum #1

Answers to questions submitted for RFP project "Information Technology Asset Management and System Imaging Software".

All bidders shall acknowledge receipt of this addendum on the bid proposal form.

JS/bw

**Procurement**

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## Answers to Questions

### 24-12-18039-03170 – ITAM Asset Management & Sound System Imaging Software

“Integration with our (USI) service desk ticketing system (TeamDynamix).” Is there a REST based API available from TeamDynamix?

<https://solutions.teamdynamix.com/TDWebApi/>

Our solution is an on-premise solution, and provides a software gateway to manage remote machines/workers, does that meet USI's requirements?

**We would prefer off-prem but are open to discussing on-prem solutions.**

To finalize providing a quote, how many machines is USI planning to license/manage with the Endpoint Management System?

**Approximately 5500 computers in our current system.**

Do you prefer an on-premise or a Saas Hosted solution?

**Saas**

Please confirm the number of workstations (Windows and Apple) desktop and laptop computers in scope.

**Approximately 5000-5500**

Please confirm how many Windows, Unix & Linux server computers are in scope.

**4500-5000**

Would USI like the ability to deploy software packages & remove installed software from within the UI of the new IT Asset Management Solution?

**Yes**

Would USI like to Implement a Self-Service App Portal that users can browse and simply 'click to install' the applications that you want to make available to them?

**Yes**

If Mobile Device Management (MDM) is a requirement of the solution (for example, to manage mobile/cell phone and tablets) then please confirm the number of Apple iOS and/or Android devices in scope.

**Not required, but we would like to discuss.**

Please confirm which virtualization technologies are in scope (for example, VMware, XenServer, Hyper-V, Oracle VM and others).

**Azure, VMware, Hyper-V**

Please confirm whether USI utilize any Oracle Database Technology and if so, how many Oracle databases are in scope?

**We have a few oracle products including 22 Oracle Databases that include both test and prod environments. We may continue to manage these systems internally.**

Please confirm if USI uses Oracle E-Business Suite systems and if so, how many Oracle EBS Users are in scope.

We do not use EBS.

Please confirm if USI uses SAP ERP systems and if so, how many SAP named users in scope.

Ellucian Banner provides our ERP solution.

Please confirm if USI utilize any IBM Software that they would like to manage within the Solution.

Yes

If USI does utilize any IBM Software, please provide a summary of which IBM applications are in use.

Cognos, SPSS

If USI does utilize any IBM Software, please confirm whether you have ILMT/BigFix deployed.

No.

Would USI like to manage any of the following SaaS Solutions/Vendors in the new solution?

- M365
- Adobe Creative Cloud
- Google Workspace
- Salesforce.com
- Slack
- Zoom
- Box
- Drop Box
- Wrike
- Tableau
- Okta

If so, please state which SaaS vendors are in scope and the approximate number of users who have active subscriptions.

MS365

Okta

Zoom

Adobe Creative Cloud

We have 1500 Faculty/Staff and 10,000 students. Okta and MS365 are used by all. I am not sure of the Zoom or ACC numbers.

For education and training purposes, how many users of do you anticipate will require training?

5-10

Outside of the Implementation & Configuration of the new solution, please provide details of any immediate need for any other professional services you may have, for example, creation of specific vendor Effect License Positions

N/A

If additional services are required to help manage compliance and Optimization across any of your software vendors, please confirm any specific vendors that you class to be a priority.

N/A

Who are all the manufacturers of the servers and workstations?

Almost exclusively Dell Systems.

Who is the manufacturer of the internal network and switches?

Cisco and Juniper.

What is the estimated number of workstations and servers within your environment?

5000-5500.

Is the University looking to move away from TeamDynamix?

We are hoping the new system will work with TeamDynamix. We have no plans to move from TeamDynamix.

Please describe your current software deployment process, including how you are imaging PC's.

We image computers using the KACE2000 System's Deployment Appliance. It first installs Windows from an ISO, then installs drivers for that specific model computer, then one by one installs programs based on the scripted task list that we have created. For machines that are not being imaged, but software is needed to be installed on them. we use the KACE1000 Systems Management Appliance to push software using scripts that we make.

Does the University currently have Microsoft 365, and if so, what version, and how many users?

Yes, we use MS365, we currently have XX licenses and there are 10,000 to 15,000+ users.

Is the University looking for a service that includes IT Asset Management or simply an ITAM tool?

We are looking for imaging, scripting, as well as ITAM.

How many IT administrators and end-users will require training?

5-10.

Are you looking for a vendor to fully manage the ITAM solution post-implementation?

No, we will manage the solution in-house.

Alternatively, are you looking for ongoing advisory post-implementation where the vendor offers guidance and assistance that the University can execute on?

We would be happy to discuss this as an option.

In any given month, how many times do you estimate the following to occur?

1. New Employee/Joiner – Approximately 20 per month
2. Refresh Device – I am not sure.
3. Hardware Break-fix – I am not sure.
4. Exiting employee/leaver – Approximately 10 per month

What are your top 3 IT goals?

Obtaining efficiency and effective across teams.

What are your top and/immediate ITAM challenges?

Accurate inventory

What is your main driver to seek an ITAM solution and your timeline?

We need accurate inventory of hardware and software. Implementation must be completed by the end of quarter 3.

Which Publishers make up your biggest IT SPEND?

N/A

Which Publishers make up your biggest IT RISK?

N/A

What is your annual IT budget? How much of that is software spend versus hardware spend?

N/A

Are you currently performing or interested in showbacks/chargebacks?

Chargebacks

Do you have an internal SAM/HAM/ITAM team?

Yes

Are you centralized or decentralized in terms of IT management? If decentralized, how many distinct business units (BU) are managing their own IT spend/deployment actions?

Centralized

Do you have a current MSP in place for SAM/HAM/ITAM?

We use Kace but manage it ourselves.

Are you going through any Merger and Acquisition activities?

No

How many employees do you have?

1500

What is the total number of devices on-prem?

Approximately 5000

Physical

4900

Virtual

100

End-User

4000

Which, if any, 3rd Party Cloud services are you using?

Ms365, Azure

If currently migrating, where are you in the process?

N/A

Which Virtualization Technology(ies) are used? (e.g. VMWare, Hyper-V, VirtualBox, Xen, Kubernetes, Docker, etc)

VMWare and Hper-V

How many **distinct networks** for your organization (established trust between domains)?  
(i.e. networks with established trust between systems).

1

If there are multiple distinct networks, from which **countries** are they administrated?  
(\*this will potentially allow us to allocate in-region technical support).

US

Is your environment collected and managed with any current **ITAM tool(s)/ Inventory Tool(s)**?  
e.g. Flexera, Aspera, Snow, ServiceNow, Ivanti, Eracent, other

Kace and TeamDynamix

Are on going SAM Managed Services part of the scope of this RFP?

If yes to above, which services (such as license Effective License Positions, Audit Management, IT Spend Management) are you interested in?

No

Are we doing bare metal imaging or just applying applications to an OS that is already installed?

Both

Is having bare metal imaging as an On prem solution a problem?

No

Can the application deployment and asset management be cloud based?

Yes

How many workstations and servers does the client have?

Approx 5000