



COLLIN COUNTY

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ADDENDUM No. Three (3)

**IT Asset Management Software Solution
RFP No. 2016-138**

Effective: March 4, 2016

You are hereby directed to make changes to the Request for Proposal in accordance with the attached information:

Delete:

Attachment A, Questions & Answers

Replace with:

Attachment A, Questions & Answers (Revised)

Please note all other terms, conditions, specifications drawings, etc. remain unchanged.

Sincerely,
Michalyn Rains CPPO, CPPB
Purchasing Agent

*Questions in red are outstanding and will be included in next addendum release.

Questions & Answers:

- 1) Does this RFP entail any hardware procurement too? If yes, do we need to include plan for networking/setup implementation?

Hardware procurement is not expected for this RFP.

For the centralized management point of the solution, Collin County would prefer to install the software into our virtualized server environment, which would have network access available to discover entities on our entire network. Please provide VM recommendations/requirements accordingly.

If a solution architecture incorporates additional server entities (remote collection of asset information, for example, that would send data back to the central management point), then please include hardware recommendations for those entities. Collin County would prefer to leverage our existing hardware standard vendor, for any additional purchase.

If a solution is appliance based, then Collin County will plan to make room the room in our physical data centers, if that solution is selected.

- 2) Has the County implemented any discovery software in past?

The County currently owns a signature based vulnerability management solution, that performs active scanning. Similar discoveries have occurred with IT audits performed against the CC network in the past.

- 3) Does the County prefer a discovery solution?

There is not a preference. The general, and optional, requirements were written with Control 1.1 of the CIS Top 20 Critical Controls (noted in 5.12 of the RFP) in mind, which reference active and passive scanning. The County would be interested in understanding a solution's ability to incorporate DHCP logging (Control 1.2) for asset identification, but will not be scoring solutions on that ability. Additional note, the control numbers mentioned in this response, are based on Version 6, of the CIS Critical Security Controls.

- 4) Has the County implemented any ITAM software in past?

No. The closest the County has come, is the asset identified by our signature based vulnerability scanner that does not perform in depth scanning of the assets identified.

- 5) Does the County have a particular software/platform for ITAM?

No, there is not particular software/platform for ITAM.

- 6) Is this actually software solution or PC's Tablets etc.?

This is a software solution. We are looking for a partner to assist us in identifying and cataloging assets on our network.

- 7) Does the County intend to hold any pre-bid conference?

No, there will not be a pre-bid for this RFP.

- 8) Briefly describe the County Goals and Expectations from IT Asset Management solution - Short Term (6 months to 2 year) and Long Term (2 years to 5 years)

Short term – County goals are to improve our detection of entities that connect to our network, so that we can better classify ‘County owned/authorized’ devices and unknown/unauthorized devices. We are also looking for improved reporting capabilities or our software license deployments, at a high level.

Long term, we hope improve analysis of software/license usage, proactively detect system out of compliance for software levels, run reports more efficiently for licensing agreement true ups, run reports to ID systems vulnerable for certain threats (certain software levels), etc.... Initially, the solution will be used for an ‘IT function’, but we are looking for capabilities/functionalities/efficiencies that we can share with other departments.

- 9) Are there documented processes for managing IT Asset Lifecycle from Procurement to Deployment to Retirement?

Yes. However, professional services for review of those processes are not required for this RFP. The County fully expects insights earned from a mature asset management system to alter current processes of lifecycle management.

- 10) Provide the information on different types/classification of assets that would be managed against new IT Asset Management system.

For types, the County desires to detect every device with a network card, that connects to the network. Types would include workstations, servers, network switches, printers, routers, etc..

Once detected, the County will classify/tag the detected devices by such things as manufacturer, operating system, department responsible for the device, physical location, etc.

- 11) Are all details about IT Assets including its specific attributes captured and available? Where is the IT Assets Data available - In Excel, Files, Database? Are the policies on the historical data retention and auditing in place for Assets during its Life Cycle stage?

The policies are available for internal use. Also for the County's internal use, are historic reports (pdf and xls files) of detected assets from previous point in time asset scans. The intent of the RFP is to procure a system, which the County would own, to proactively populate our own central database of asset information.

- 12) What is the expected number of core users that are expected to use the new IT Asset Management solution?

20 members of various groups within the IT department, initially. As the use of the solution matures, that number could grow up to 40-50.

- 13) Are there Assets which are maintained within the network based on rental or leasing contracts? If so please briefly explain if there is any different process of managing those assets?

There are not.

- 14) Is the Asset Data being reviewed periodically for the correctness in terms of Inventory Balance, Usage, Operational Status and the correctness of its attributes? If yes, how?

Currently, no. The County's current Asset Data is derived from 'point in time' scans, and is not updated. The operational protocols described in this question, are the intended to be followed with a dynamic asset database that the intended solution could provide.

15) Are the procedures for identifying duplicate IT Assets in-place?

From the limited insight into asset data the County currently has, yes.

16) Does the County maintain a parent-child relationship for assets? If so can you please explain how these details are maintained currently?

Currently, no.

17) Does your organization have standard procedures/processes for Asset On-boarding, Updates & decommissioning?

Yes. However, professional services for review of those processes are not required for this RFP. The County fully expects insights earned from a mature asset management system to alter current processes of lifecycle management.

18) Does your organization have standard procedures/process for Asset scrapping?

Yes, the County does have a standard process for scrapping, as part of lifecycle management. If the question is meant to ask more about 'scrapping', please provide additional details of the question, so that common ground can be sought in the answer.

19) Briefly explain Repair, Return and Warranty Claims Processes which is currently followed?

The County follows internal processes for these needs, in the events of hardware failures.

20) Is there a documented process for Software Asset Management Life Cycle?

Yes. However, professional services for review of those processes are not required for this RFP. The County fully expects insights earned from a mature asset management system to alter current processes of lifecycle management.

21) Are there any automated tools that distribute the software to the assets in the network?

Yes.

22) Are there any automated audit tools which enables regular checks to be made at regular intervals?

Currently, no. There is a not tool leveraged to its fullest potential at the County to perform software audits.

23) Is there a library containing master copies of all controlled software within the organization?

No.

24) Is license information recorded against software Assets records and is this checked during the software distribution process (if appropriate)?

On a limited basis, yes. The County expects to improve on this record keeping with the prospective solution.

25) On a high level provide the expected number of Software Assets to be managed?

Approximately 1800.

26) Are there any in-house applications which are also managed as part of this Software asset?

None that are known at this time.

27) Do you have any Centrally Managed Database server available?

Yes. A MS SQL environment.

28) Is there a high level documentation on current availability of Server resources for this IT Asset Management Software Solution?

The County will make available the server resources required for the solution.

- 29) Is there any documentation to explain the level/range of assets that you like to discover i.e a. Only user laptops, server, wireless routers or anything basically with an IP address

Any MAC address (and the resulting larger asset) that is found on the wire.

- 30) Are there any policies and procedures that include rules for downloading, installing, and using software?

The County does have policy covering the installation of software on County assets.

- 31) Does our solution need to address the procurement function or that has been taken care of in current setup?

Addressing procurement is not a requirement of the solution. However, the County will make notes of any enhancements to those processes, and procedures, that proposed solutions may offer.

- 32) With the new IT Asset management system will all IT assets be maintained within the system?

Any assets on the County network that are owned by our operating partners will not be 'managed' in the solution. However the existence of those systems is intended to be cataloged in the solution, for our own reference.

- 33) Is the Assets Data being reviewed periodically for the correctness in terms of Inventory Balance, Usage, Operational Status and the correctness of its attributes? If yes, how?

Currently, no. The County's current Asset Data is derived from 'point in time' scans, and is not updated. The operational protocols described in this question, are the intended to be followed with a dynamic asset database that the intended solution could provide.

- 34) What kind of integration with external systems (like financial etc.) are you expecting from ITAM solution?

Initially, we are not expecting any integration with external systems. However, the County will make notes of integration potential, for future maturation of the solution.

35) Is there any data cleansing in scope for us?

No.

36) Are there any tools/applications being used fully or partially for any of the following:

Incident Management

Problem Management

Change Management

Service Request Management including Service Catalogs and

Work Order Management related to IT Assets?

If yes, please name them (Tool Name, Specific Area of the tool being used) and if no, would you like them to be part of our solution?

BMC Footprints is currently used for our ticketing needs. There are not entries in the database of that system for our assets currently.

37) Are there any timelines for completing this new system implementation?

There is not a current hard set desired date for implementation.

38) Are you only looking for only an On Premise Solution or are you open for any On Cloud solution?

The County is open to cloud based solutions, but the preference is On Premise.

39) Number of managed endpoints (servers and workstations)?

a) For servers, we need to know the number of physical servers as well as the number of virtual servers. If the customer can provide physical CPU core counts for physical servers, we can accurately provide quotes.

40) Number of locations with managed devices?

17 total location. 3 concentrated location (Sheriff's Office, County Courthouse and Admin Building) with 14 branch sites that have smaller concentrations of assets.

41) Is management of off-network devices desired?

Off network management would be a nice feature to have, that the County could grow into using, as we mature into an asset management program.

- 42) 5.12.2.2.1 - Compliance to County defined standards of software version. Is Collin County looking to perform remediation to bring the system up to the set standards (upgrade applications) or remove licensed software from unauthorized systems? Or both?

Both. If an offeror's system is capable of automating those two processes, please be sure to include explanations of that functionality in the response.

- 43) 5.12.2.2.2 - Compliance to industry configuration builds standards (CIS Benchmarks, etc.) Is the task to have the environment measured against various CIS Benchmarks (CIS for Windows 7, CIS for SQL Server 2012, CIS for Windows 2008 R2 Domain Controller, etc.) and have compliance reported?

Yes. The task, along with identifying software installed on an asset, is to measure the Windows registry settings (for example) against the control settings described in the 'Audit' section of individual CIS Benchmarks that we have approved for our environment.

- a) Is Collin County asking for remediation of the selected Industry Benchmarks?

At the time of this answer, Collin County is expecting to manually remediate variances to Industry Benchmarks, but we will note an offeror's capability to automate remediation.

- 44) 5.12.2.8 – Integrate with Mobile Device Management solutions, for asset reporting. Is there a specific MDM solution in mind? Should we include an MDM solution if we do not integrate with one specified should there be one?

The County is currently pursuing an MDM solution. For the Asset Management solution, inclusion of MDM is not required for this additionally desired functionality. Offerors should note integration successes with MDM toolsets, for the County to consider any potential matches.

- 45) 5.12.2.11 - Integrate with Network Access Control (NAC) systems for the identification of new devices connected to the County network. What type of integration is desired?

As the County develops maturity in deploying the 20 Critical Security Controls, we would like to utilize as many options as possible (active scanning, passive scanning, DHCP log integration) for populating the asset database. If an offeror has successfully integrated with a NAC solution for that

type of population, it should be noted in response. Based on our own research, the County fully understands this desire may be 'pushing the envelope' a bit much at this point in time.

- 46) Vendor understands that Collin County has BMC Footprint currently being used as the ticketing tool for incidents, problem etc. Is Collin County looking to extend the same tool for IT asset management or is open for a new tool?

The County is open to a new vendor for Asset Management. The County is not currently looking to replace the current ticketing system. The ability to integrate with Footprints will be considered for the Implementation of the Asset Management solution.

- 47) If a new tool for ITAM is implemented, does this new tool need to be integrated with BMC Footprint? If yes, can you please indicate the processes with which asset management needs to be integrated?

BMC Footprint integration capability will be noted for the Implementation of a proposed solution. One example of an integration that the county would desire, would be to easily notate service ticket history for a particular asset in the asset management system.

- 48) Can you please provide an inventory breakup of assets?

a) Infrastructure - IBM, HP, SUN, network devices Cisco etc. Need information about both count of devices and the manufacturer

b) end user devices - Need information on count of devices?

c) confirm 1800 software assets?

- 49) Are there any existing system, files, documents where asset & inventory data is currently stored? Do they need to be integrated with the new tool?

There is not current documentation that needs to be integrated with the tool. The County is expecting to 'start from scratch' once the Asset Management solution is deployed.

- 50) Please confirm the use of a Discovery tool to discover the hardware & software assets in Collin County environment?

Currently, the County has a vulnerability management solution capable of actively scanning the network, and the functionality available with the Microsoft SCCM platform.

- 51) Does the vendor need to account for the licenses for the new ITAM & Discovery tool or will it be procured directly by Collin County?

The County will procure them.

- 52) Is CMDB implementation also in scope or only limited to asset management?

Asset management is the primary focus. The County understands that the 'tagging' functionally noted in the 'Additionally Desired Functionally' may introduce an offeror's support of CMDB, which will be noted in the criteria evaluation.

- 53) Vendor understands that ITAM process definition is not in scope. Collin County already has a defined ITAM process which vendor will need to follow and implement?

The County understands that as we leverage functionality of the Asset Management, we may alter our ITAM processes for efficiency gain. Strict adherence to our current processes is not required at this point.

- 54) Is License/contract model creation in scope? What are the tools currently used for license, contract and financial management? Is there any integration required with these?

Integration with financial management, contract and licensing systems is not required at this point.