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Header 1

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General Information

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Procurement Folder: 389440

SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

SO Dept: 0210

Vendor ID: VS0000014548

SO Doc ID: ISC1800000004

Legal Name: INTEGRAL CONSULTING SERVICES INC

Published Date: 11/8/17

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Close Date: 11/22/17

Total Bid: \$108,909.63

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Status: Closed

Response Time: 13:12

Solicitation Description: Upgrade HEAT Classic to HEAT Service Management, or Equal

Total of Header Attachments: 1

Total of All Attachments: 1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Initial Year - HEAT Management Service Software, or Equal	1.00000	EA	\$30,981.480000	\$30,981.48

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Initial Year

Comments: Initial Year Line Item covers the following:
 - 15 days services including design (2-day), installation, incident management (4 days), knowledge management (1 day), self-service (1 day), Service Catalog (2 offerings), xtraction installation/configuration/admin, testing, go-live support (1-day)
 - Migration of Licenses/Maintenance

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Optional Year 2 - HEAT Management Service Software, or Equal	1.00000	EA	\$24,719.480000	\$24,719.48

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Optional Year 2

Comments: Maintenance Period: 02/1/2018 to 1/30/2019

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Optional Year 3 - HEAT Management Service Software, or Equal	1.00000	EA	\$25,955.450000	\$25,955.45

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Optional Year 3

Comments: Maintenance Period: 2/1/2019 to 1/30/2020

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Optional Year 4 - HEAT Management Service Software, or Equal	1.00000	EA	\$27,253.220000	\$27,253.22

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Optional Year 4
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Comments: Maintenance Period: 2/1/2020 to 1/30/2021

INTEGRAL PROPOSAL FOR UPGRADE HEAT CLASSIC TO HEAT SERVICE MANAGEMENT, OR EQUAL



Solicitation Number: CRFQ-0210-ISC1800000004

State of West Virginia
West Virginia Office of Technology

20 November 2017

Submitted To:

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This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in all sheets.

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1 INTRODUCTION

Integral Consulting Services (Integral) is submitting this price quotation for State of West Virginia's solicitation to upgrade HEAT Classic to HEAT Service Management, or Equal in response to Solicitation number CRFQ-0210-ISC1800000004. Integral understands the State of W. VA's need to upgrade their Service Management solution from HEAT Classic to HEAT Service Management, or an equal solution and Integral stands ready to support.

Integral has over ten years of successful experience in implementing and maintaining Enterprise Service Management solutions using HEAT (Ivanti), BMC and CA suite of products. In addition to our experience implementing Enterprise Service Management solutions, Integral has specific experience upgrading customers from HEAT Classic to Heat Service Management (Ivanti Service Manager) and assisting with the transition to a new Service Management solution.

Integral is a certified economically disadvantaged woman-owned small business (EDWOSB) headquartered in Rockville, MD, with offices in Charlottesville, VA, and Aberdeen, MD, and a Top-Secret facility clearance with proven performance and consistently high customer satisfaction. Our CMMI (Capability Maturity Model Integration) Level 3-appraised processes minimize risk and ensure project success, while our ISO (International Organization for Standardization) 9001:2008 and ISO 20000-certified quality processes provide for the rigor and discipline needed to consistently perform and deliver successfully on the most complex requirements.

2 PERIOD OF PERFORMANCE

The period of performance shall be for one year, as follows:

- HEAT SelfService Main/Support: 24 March 2016 to 23 March 2017
- HEAT Maintenance/Support Renewal Fee: 24 March 2016 to 23 March 2017
- Open Market – HEAT Reinstatement: 10 December 2014 to 23 March 2016
- Optional - HEAT System Review: To be determined once the solicitation has been awarded

3 PROPOSAL VALIDITY

This cost proposal remains valid until December 29th, 2017.

4 ASSUMPTIONS

- The software vendor, HEAT Software, will provide all Maintenance and Support.
- The implementation services will consist of the following activities:
 - Installation of all product components
 - A design workshop
 - Configuration of Incident Management, Knowledge Management, Self-Service, Service Catalog (Limited to two Offerings), Xtraction reporting
 - Project Management
- The following individuals should be available for the implementation and configuration of the solution:

- Service Desk Manager
- Ivanti Administrators
- Service Management Process Owners

5 DESIGNATED CONTACT

Integral appoints the following individual as the Contract Administrator and the initial point of contact for matters relating to this Contract:

Clinton Randall, Director of Enterprise Systems Management

2101 Gaither Road, Suite 410, Rockville, MD 20850

(617) 784-1981

Crandall@e2zintegral.com

6 PRICE QUOTE

The following is our completed price table:

Contract Item	Part Number	Description	Unit of Measure	Quantity	Unit cost
3.1.1	MIG-HCLA-ISMSD-C-L MIG-HCLA-ISMSD-C-M TRNG-PUB-3D	Upgrade of HEAT Classic Help Desk Software to HEAT Service Management (15 days), training, installation, 1-year maintenance of	YR	1	\$30,981.48
3.1.2	MIG-HCLA-ISMSD-C-M	Optional Renewal Year 2 for Maintenance	YR	1	\$24,719.48
3.1.2	MIG-HCLA-ISMSD-C-M	Optional Renewal Year 3 for Maintenance	YR	1	\$25,955.45
3.1.2	MIG-HCLA-ISMSD-C-M	Optional Renewal Year 4 for Maintenance	YR	1	\$27,253.22
				Total (4-year) Cost	\$108,909.63

Appendix A GLOSSARY OF ABBREVIATIONS AND ACRONYMS

EDWOSB	Economically Disadvantaged Woman Owned Small Business
RFQ	Request for Quotation