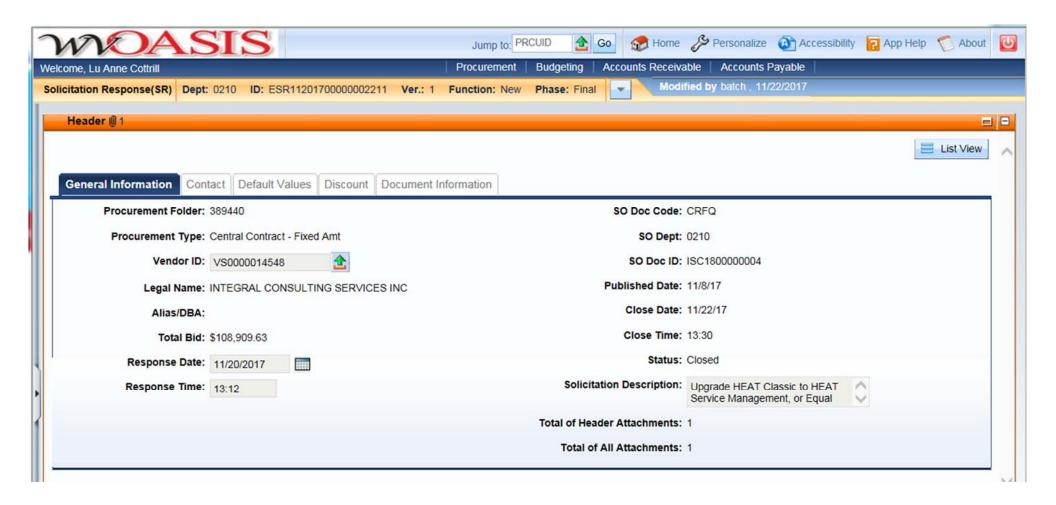
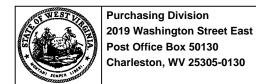


2019 Washington Street, East Charleston, WV 25305 Telephone: 304-558-2306 General Fax: 304-558-6026

Bid Fax: 304-558-3970

The following documentation is an electronicallysubmitted vendor response to an advertised solicitation from the West Virginia Purchasing Bulletin within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.





State of West Virginia Solicitation Response

Proc Folder: 389440

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

Proc Type: Central Contract - Fixed Amt

 Date issued
 Solicitation Closes
 Solicitation Response
 Version

 2017-11-22 13:30:00
 SR
 0210 ESR11201700000002211
 1

VENDOR

VS0000014548

INTEGRAL CONSULTING SERVICES INC

Solicitation Number: CRFQ 0210 ISC1800000004

Total Bid: \$108,909.63 **Response Date:** 2017-11-20 **Response Time:** 13:12:46

Comments:

FOR INFORMATION CONTACT THE BUYER

Stephanie L Gale (304) 558-8801 stephanie.l.gale@wv.gov

Signature on File FEIN # DATE

All offers subject to all terms and conditions contained in this solicitation

Page: 1 FORM ID: WV-PRC-SR-001

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 Descri	ption: 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 Descript	tion: 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 Descript	tion: 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 Descrip	Optional Year 4			

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:

Stephanie Gale 2019 Washington Street, East Charleston, WV 25305 Fax: (304) 558-4115;

E-mail: Stephanie.L.Gale@wv.gov

Submitted By:

Integral Consulting Services, Inc. 2101 Gaither Road, Suite 410 Rockville, MD 20850 http://www.e2zintegral.com ATTN: Clinton Randall

E-mail: crandall@e2zintegral.com

Tel.: 617-784-1981; Fax: (240) 907-2600

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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	PRINTLY A CLOSSARY OF ARRESTIATIONS AND ACCONVMS A.	

Solicitation Number: CRFQ-0210-ISC1800000004



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:
 - o Installation of all product components
 - o 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:



- o Service Desk Manager
- o 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:

Con- tract 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