Welcome, Christopher W Seckman

Solicitation Response(SR) Dept: 0705   ID: ESR12102400000003849   Ver.: 1   Function: New   Phase: Final   Modified by batch , 01/09/2025

Header @ 3

List View

| General Information | Contact | Default Values | Discount | Document Information | Clarification Request |

Procurement Folder: 1553835	**SO Doc Code:** CRFQ
Procurement Type: Central Master Agreement	**SO Dept:** 0705
Vendor ID: VS0000047704	**SO Doc ID:** LOT2500000002
Legal Name: T4S Partners	**Published Date:** 12/17/24
Alias/DBA:	**Close Date:** 1/9/25
Total Bid: $48,326.70	**Close Time:** 13:30
Response Date: 12/10/2024	**Status:** Closed
Response Time: 16:05	**Solicitation Description:** IT Service Management (ITSM) Platform Solution
Responded By User ID: t4spartners	**Total of Header Attachments:** 3
First Name: Scott	**Total of All Attachments:** 3
Last Name: McDonald	
Email: scott.mcdonald@t4spartners	
Phone: 6123826596	

	Department of Administration	**State of West Virginia**
	Purchasing Division	**Solicitation Response**
	2019 Washington Street East	
	Post Office Box 50130	
	Charleston, WV 25305-0130	

Proc Folder:	1553835
Solicitation Description:	IT Service Management (ITSM) Platform Solution
Proc Type:	Central Master Agreement

Solicitation Closes	**Solicitation Response**	**Version**
2025-01-09 13:30	SR 0705 ESR12102400000003849	1

VENDOR
VS0000047704
T4S Partners

Solicitation Number:	CRFQ 0705 LOT2500000002			
Total Bid:	48326.6999999999708961695432	**Response Date:**	2024-12-10	**Response Time:** 16:05:45
Comments:	You can save money on licensing if you pay for an annual license vs month-to-month. Once we ve had a chance to be down-selected and have had a chance to have an in-depth conversation, we would be happy to consider.			

FOR INFORMATION CONTACT THE BUYER
Brandon L Barr
304-558-2652
brandon.l.barr@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	IT Service Management (ITSM) Platform Solution	12.00000	MO	735.600000	8827.20

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments: You can save money on licensing if you pay for an annual license vs month-to-month.

Extended Description:

See Specifications and Exhibit A - Pricing Page for Details

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Implementation & Professional Services Support and Maintenan	150.00000	HOUR	263.330000	39499.50

Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments: This quote is for our Jumpstart and Best Practices Toolkit that meets all the baseline requirements outlined in the RFQ.

Extended Description:

See Specifications and Exhibit A - Pricing Page for Details

Certificate

Certificate number: 2018-011

Certified by EY CertifyPoint since: May 25, 2018

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015 and ISO/IEC 27006:2015, the Information Security Management System as defined and implemented by

Atlassian Pty Ltd.*

located in Sydney, Australia is compliant with the requirements as stated in the standard:

ISO/IEC 27018:2014

Issue date of certificate: January 23, 2019
Re-issue date of certificate: May 17, 2019
Expiration date of certificate: January 22, 2022
Last certification cycle expiration date: May 25, 2021

EY CertifyPoint will, according to the certification agreement dated March 7, 2018, perform surveillance audits and acknowledge the certificate until the expiration of the corresponding ISO/IEC 27001:2013 certification with certificate number 2018-012.

The certification is applicable for the assets, services and locations as described in the scoping section on the back of this certificate, with regard to the specific requirements for information security as stated in the Statement of Applicability, version v.5, dated April 02, 2019.

J. Sehgal | Director, EY CertifyPoint

Atlassian Pty Ltd.

Scope for certificate 2018-011

The scope of this ISO/IEC 27018:2014 certification is as follows:

The scope of the Management System is Atlassian Cloud offerings Jira Cloud, Confluence Cloud, Bitbucket Cloud and Trello including the micro services used to deliver these applications. Also Corporate functions including Legal, Talent, Policy, Privacy, Procurement, Risk & Compliance, Security, Workplace Experience and Workplace Technology teams.

Excluded are any and all other Atlassian products, and micro services not supporting Jira Cloud, Confluence Cloud, Bitbucket Cloud or Trello. Also excluded are other Atlassian locations. Also excluded are other suppliers contracted by Atlassian.

Locations in Scope:
The Information Security Management System is centrally managed out of 341 George Street, Sydney, NSW 2000 Australia. The scope mentioned above applies to the following locations:

- ▶ Sydney 341 & 363 George Street, Sydney with approximately 400 people
- ▶ San Francisco 465 Pine St. Floor 13, San Francisco with approximately 200 people
- ▶ Mountain View 321 E Evelyn Ave, Mountain View with approximately 100 people
- ▶ Austin 303 Colorado Street, Austin with approximately 50 people

The Information Security Management System mentioned in the above scope is restricted as defined in "ATMS Scope and Applicability" version v.31, dated April 09, 2019.

This scope (edition: May 17, 2019) is only valid in connection with certificate 2018-011.

Page 2 of 2   Digital version

Certificate

Certificate number: 2018-012

Certified by EY CertifyPoint since: May 25, 2018

Based on certification examination in conformity with defined requirements in ISO/IEC 17021-1:2015 and ISO/IEC 27006:2015, the Information Security Management System as defined and implemented by

Atlassian Pty Ltd.*

located in Sydney, Australia is compliant with the requirements as stated in the standard:

ISO/IEC 27001:2013

Issue date of certificate: January 23, 2019
Re-issue date of certificate: May 25, 2020
Expiration date of certificate: January 22, 2022
Last certification cycle expiration date: May 25, 2021

EY CertifyPoint will, according to the certification agreement dated March 7, 2018, perform surveillance audits and acknowledge the certificate until the expiration date noted above.

The certification is applicable for the assets, services and locations as described in the scoping section on the back of this certificate, with regard to the specific requirements for information security as stated in the Statement of Applicability, version v.2, dated February 26, 2020.

J. Sehgal | Director, EY CertifyPoint

Atlassian Pty Ltd.

Scope for certificate 2018-012

The scope of this ISO/IEC 27001:2013 certification is as follows:

The scope of the Management System is Atlassian Cloud offerings Jira Cloud, Confluence Cloud, Bitbucket Cloud, Trello, Opsgenie, Jira Align, and Statuspage including the micro services used to deliver these applications. Also Corporate functions including Legal, Talent, Policy, Privacy, Procurement, Risk & Compliance, Security, Workplace Experience and Workplace Technology teams.

Excluded are any and all other Atlassian products, and micro services not supporting Jira Cloud, Confluence Cloud, Bitbucket Cloud, Trello, Opsgenie, Jira Align, or Statuspage. Also excluded are other Atlassian locations. Also excluded are other suppliers contracted by Atlassian.

Locations in Scope:
The Information Security Management System is centrally managed out of 341 George Street, Sydney, NSW 2000 Australia. The scope mentioned above applies to the following locations:

- Sydney: 341 & 363 George Street, Sydney, Australia with approximately 400 people
- San Francisco: 465 Pine St. Floor 13, San Francisco, United States of America with approximately 240 people
- Mountain View: 321 E Evelyn Ave, Mountain View, United States of America with approximately 100 people
- Austin: 303 Colorado Street, Austin, United States of America with approximately 130 people
- Ankara: Odtü Teknokent, Gümüş Blok 29/BK-2, Ankara, Turkey with approximately 40 people

The Information Security Management System mentioned in the above scope is restricted as defined in "ATMS Scope and Applicability" version v.2, dated February 26, 2020.

This scope is only valid in connection with certificate 2018-012.

Page 2 of 2   Digital version

CRFQ LOT25-02 Requirements Response

QUALIFICATIONS: Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

3.1. *Vendor must have a minimum of ten (10) years of experience developing solutions in the IT Asset Management and/or IT Service Management space.*

T4S Partners brings a minimum of ten (10) years of extensive experience developing solutions in the IT Asset Management (ITAM) and IT Service Management (ITSM) domains. Since its inception, T4S has consistently delivered tailored ITSM and ITAM solutions that drive operational efficiency, enhance compliance, and optimize asset utilization for organizations across various industries.

Key Highlights of T4S's Expertise:

1. **Deep ITSM Expertise:**
   - Over the past decade, T4S has specialized in implementing ITSM solutions aligned with ITIL best practices, covering critical processes like Incident Management, Problem Management, Change Management, and Service Request Management.
   - The team has successfully delivered projects using industry-leading ITSM platforms such as Ivanti Neurons, ServiceNow, Jira Service Management, and BMC Helix.
   - T4S has developed robust service desk solutions, enabling organizations to streamline workflows, improve service delivery, and increase customer satisfaction.

2. **Proven ITAM Solutions:**
   - T4S has a strong track record of implementing IT Asset Management systems to help organizations maintain an accurate Configuration Management Database (CMDB), optimize asset lifecycles, and ensure compliance with licensing requirements.
   - Expertise includes integrating ITAM systems with procurement, discovery tools, and financial systems to provide a holistic view of hardware, software, and cloud assets.
   - The team has implemented asset tracking, warranty management, and risk mitigation solutions for organizations with complex and distributed IT environments.

3. **Focus on ITIL and Industry Best Practices:**
   - T4S consistently aligns its solutions with ITIL and other global standards, ensuring that the organizations it serves can achieve maturity and scalability in their IT operations.
   - The company has guided clients through ITIL maturity assessments and implemented tools that enable measurable improvement across ITAM and ITSM processes.

4. **Diverse Industry Experience:**
   - T4S has worked with public and private sector clients, including higher education, healthcare, retail, and manufacturing, providing tailored solutions that meet unique industry challenges.
   - Its expertise includes integrating ITSM and ITAM systems with enterprise platforms like Workday, Okta, and SAP, ensuring seamless data flow and efficient operations.

5. **Long-Term Client Success:**

- Many of T4S's clients have partnered with the company for years, benefiting from iterative improvements and ongoing support for their ITSM and ITAM platforms.

- T4S focuses on delivering high-quality training, documentation, and continuous improvement strategies, ensuring long-term value for its clients.

6. **Innovation and Customization:**

- T4S has developed innovative solutions to extend the functionality of ITSM platforms, such as custom workflows, advanced reporting dashboards, and automated processes tailored to client needs.

- Its team leverages the latest technologies, such as artificial intelligence (AI) and machine learning (ML), to enhance incident prediction, automated ticket routing, and asset lifecycle optimization.

With over ten years of experience in IT Asset Management and IT Service Management, T4S Partners has built a reputation as a trusted advisor and solution provider. Its commitment to industry best practices, client-centric approach, and focus on delivering measurable results make T4S a leader in the ITAM and ITSM space.

3.2. Vendor must have a minimum of three (3) years of experience developing IT Service Management solutions on the Microsoft Power Platform.

T4S Partners has a minimum of three (3) years of experience developing IT Service Management (ITSM) solutions on the Microsoft Power Platform. This experience reflects T4S's commitment to leveraging the Power Platform's low-code/no-code capabilities to create customized, scalable, and efficient ITSM solutions for its clients.

Key Highlights of T4S's Expertise:

1. **Custom ITSM Solutions on the Power Platform:**

   - T4S has designed and implemented ITSM solutions utilizing Power Apps, Power Automate, Power BI, and Dataverse (formerly Common Data Service) to address diverse IT service needs, including Incident Management, Service Request Management, Change Management, and Knowledge Management.

   - Solutions have been built to integrate seamlessly with existing Microsoft technologies such as Microsoft Teams, SharePoint, and Dynamics 365, enabling organizations to fully leverage their Microsoft ecosystems.

2. **Integration with ITIL Best Practices:**

   - T4S ensures that ITSM solutions developed on the Power Platform adhere to ITIL best practices, providing clients with standardized workflows and processes to improve service delivery and operational efficiency.

   - The team has implemented solutions that include pre-built templates for ITSM processes, enhancing consistency and reducing deployment time for clients.

3. **Use of Power Automate for ITSM Automation:**

   - T4S has harnessed Power Automate to streamline ITSM processes, including:

     - Automated ticket creation, routing, and escalation workflows.

     - Notifications and reminders for SLA compliance.

     - Integration with monitoring tools to trigger incident workflows automatically.

   - These automations have significantly reduced manual efforts, improved response times, and ensured compliance with service-level agreements.

4. **Actionable Insights with Power BI:**

   - T4S has developed ITSM dashboards and reporting tools using Power BI, enabling organizations to gain actionable insights into key metrics such as ticket resolution times, SLA performance, and resource utilization.

   - Customized reports and visualizations provide leadership teams with the information needed to make data-driven decisions and improve IT service delivery.

5. **Dataverse for Centralized ITSM Data Management:**

   - T4S has used Dataverse to create centralized data models for ITSM solutions, ensuring data consistency and integration with other business processes.

   - Solutions built with Dataverse support asset tracking, incident history, and configuration management data (CMDB), allowing for a unified view of IT services and assets.

6. **Microsoft Ecosystem Expertise:**
   - With a strong foundation in Microsoft technologies, T4S has successfully integrated Power Platform ITSM solutions with:
     - **Microsoft Teams** for ticket creation and real-time collaboration.
     - **SharePoint** for document and knowledge base management.
     - **Azure DevOps** for incident tracking and development pipeline integration.
   - These integrations provide a cohesive experience for IT teams and end users.

7. **Client Success Stories:**
   - T4S has worked with clients across various industries, including education, healthcare, and retail, to develop ITSM solutions tailored to their unique needs.
   - Projects have included building service portals, streamlined onboarding processes, and integrated ITSM solutions with HR and finance systems using the Power Platform.

8. **Focus on Rapid Deployment and Scalability:**
   - By leveraging the Power Platform's low-code development environment, T4S has enabled rapid deployment of ITSM solutions while maintaining the flexibility to scale and customize as client needs evolve.

T4S Partners' three-plus years of experience developing IT Service Management solutions on the Microsoft Power Platform showcases its ability to deliver innovative, efficient, and scalable ITSM tools. By combining the Power Platform's capabilities with ITIL best practices and deep technical expertise, T4S helps organizations optimize their IT service delivery and achieve operational excellence.

3.3. *Vendor must have a minimum of three (3) years of experience developing IT Asset Management solutions on the Microsoft Power Platform*

T4S Partners has a minimum of three (3) years of experience developing IT Asset Management (ITAM) solutions on the Microsoft Power Platform. This expertise demonstrates T4S's ability to harness the Power Platform's low-code/no-code capabilities to create scalable, efficient, and customized ITAM solutions that optimize asset tracking, compliance, and lifecycle management.

Key Highlights of T4S's Expertise:

1. **Custom ITAM Solutions on the Power Platform:**

   - T4S has developed ITAM solutions using Power Apps, Power Automate, Power BI, and Dataverse (formerly Common Data Service) to address critical IT asset management needs, including asset tracking, lifecycle management, warranty tracking, and compliance monitoring.

   - These solutions have been tailored to integrate seamlessly with Microsoft technologies such as Dynamics 365, SharePoint, and Microsoft Teams, providing organizations with a unified and efficient asset management ecosystem.

2. **Centralized Asset Data Management with Dataverse:**

   - T4S leverages Dataverse to create centralized repositories for managing IT asset data, ensuring data accuracy, consistency, and integration across organizational processes.

   - Solutions built with Dataverse include robust Configuration Management Database (CMDB) capabilities, allowing clients to track asset configurations, relationships, and dependencies effectively.

3. **Lifecycle Automation with Power Automate:**

   - T4S has implemented automation workflows using Power Automate to manage key ITAM processes such as:

     - Automated procurement and onboarding workflows for new assets.

     - Alerts for warranty expirations, asset refresh cycles, and maintenance schedules.

     - Integration with external systems (e.g., procurement tools, financial systems) for seamless data flow and process automation.

   - These automations have significantly reduced manual workloads and improved the accuracy of ITAM operations.

4. **Insights and Analytics with Power BI:**

   - T4S develops advanced Power BI dashboards for ITAM, enabling organizations to gain real-time insights into asset utilization, costs, and lifecycle status.

   - Visualized metrics include asset distribution, maintenance schedules, depreciation analysis, and compliance reporting, helping clients make data-driven decisions.

5. **ITIL Alignment and Compliance Support:**

   - T4S ensures that ITAM solutions align with ITIL best practices and other regulatory requirements, enabling clients to meet audit and compliance standards.

- Solutions include built-in reporting and tracking tools to demonstrate compliance with licensing agreements, security policies, and financial regulations.

6. **Integration with Microsoft Ecosystem:**
   - T4S has developed ITAM solutions that integrate with key Microsoft tools, including:
     - **Microsoft Teams**: Allowing users to view, request, and update asset information directly within Teams.
     - **SharePoint**: Enabling document management for asset-related records such as warranties, invoices, and user manuals.
     - **Azure Active Directory**: Managing asset assignments based on user profiles and roles.
   - These integrations streamline ITAM workflows and enhance collaboration across departments.

7. **Client Success Stories:**
   - T4S has worked with clients across industries, including education, healthcare, and retail, to implement Power Platform-based ITAM solutions tailored to their specific needs.
   - Examples include:
     - Building asset tracking and reporting tools for distributed IT environments.
     - Implementing warranty and contract management solutions to reduce risks and improve vendor relationships.
     - Streamlining procurement and asset assignment processes for large organizations.

8. **Rapid Deployment and Scalability:**
   - T4S has utilized the Power Platform's rapid development capabilities to deliver ITAM solutions with shorter deployment timelines, while also ensuring scalability to accommodate evolving client requirements.

9. **Focus on Cost Efficiency and ROI:**
   - By leveraging the low-code environment of the Power Platform, T4S has helped clients achieve cost-effective ITAM solutions without compromising on customization or functionality.
   - The resulting solutions improve asset visibility, reduce costs associated with underutilized or missing assets, and ensure compliance with organizational policies.

With over three (3) years of experience developing IT Asset Management solutions on the Microsoft Power Platform, T4S Partners has demonstrated its expertise in creating tailored, efficient, and compliant ITAM solutions. By combining the Power Platform's capabilities with ITIL best practices and seamless Microsoft ecosystem integration, T4S helps organizations optimize their asset management operations and achieve measurable results.

MANDATORY REQUIREMENTS:

4.1 *Mandatory Contract Services Requirements and Deliverables: Contract Services must meet or exceed the mandatory requirements listed below.*

4.1.1 *Contract Services Deliverable # 1: Commercial off-the-shelf (COTS) configurable IT Service Management (ITSM) platform.*

4.1.1.1 The solution must have the ability to be extended and configured to meet immediate and future needs for up to thirty (30) WVL system administrators and end-users.

T4S Response: Atlassian Jira Service Management (JSM) meets the specified requirements for up to 30 WVL system administrators and end-users by offering a scalable, configurable, and extensible ITSM platform designed to adapt to both immediate and future needs:

Scalability and Extensibility:
JSM provides a modular architecture, allowing organizations to expand their ITSM capabilities as their requirements grow. It supports the addition of new users, workflows, and processes without disrupting existing configurations.

Customizable Workflows:
JSM enables administrators to design and adapt workflows to specific organizational needs through its intuitive drag-and-drop configuration and customizable templates, ensuring immediate usability and future adaptability.

Collaboration Features:
With features like shared queues, a centralized knowledge base, and built-in integrations (e.g., Confluence and Bitbucket), JSM enhances collaboration among administrators and end-users, streamlining incident resolution and request management.

Role-Based Access Control:
The platform allows granular control over user permissions, ensuring that system administrators can manage sensitive data securely while providing end-users with appropriate levels of access.

4.1.1.2 Shall have ITIL-aligned ITSM and ITAM processes for Service Catalog Management, Incident Management, Problem Management, Change Management, Request Fulfillment, and Event Management.

T4S Response: We have designed a Jumpstart + Best Practices Toolkit that accelerates the setup process, allowing teams to become operational quickly. By providing standardized practices, the toolkit reduces training costs and minimizes the need for extensive onboarding, making it a more budget-friendly solution. Additionally, it ensures that essential ITIL-certified processes are established from the outset, enhancing operational efficiency. The comprehensive support and training included in the toolkit facilitate smoother transitions for teams, while its scalable solutions adapt to the evolving needs of growing organizations. Finally, by embedding best practices, it promotes continuous improvement in service management processes, helping teams

avoid common pitfalls. Overall, the toolkit is a valuable resource for organizations looking to optimize their ITSM capabilities and improve service delivery.

4.1.1.3 Shall have an out-of-the-box integration to Microsoft Power Pages for a self-service portal.

T4S Response: Microsoft Power Pages is not supported, however, the JSM Portal is customizable. The "JSM portal" refers to the customer-facing website within Atlassian's Jira Service Management (JSM) platform, where customers can submit support requests, access help resources, and view their ticket status - essentially acting as a self-service portal for interacting with a company's support team; each service project automatically generates its own portal with customizable features like request forms and knowledge base articles.

4.1.1.4 Shall have an out-of-the-box integration to Azure Intune to discover and create configuration items for ITSM and ITAM.

T4S Partners: Yes, Atlassian Jira Service Management (JSM) does have an out-of-the-box integration with Azure Intune for automatically discovering and importing configuration items.

4.1.1.5 Shall have an out-of-the-box integration to Azure Monitor to enable Event Management.

T4S Response: Yes, Atlassian Jira Service Management (JSM) out-of-the-box supports receiving Alerts/Events from Azure Monitor. Azure Monitor provides the capability to send alert notifications to JSM via webhooks, which can then be used to create tickets or trigger workflows in JSM. For example, users can configure Azure Monitor alerts to send data to JSM through Atlassian's automation rules.

4.1.1.6 Shall have an out-of-the-box integration to Azure DevOps to create, track and provide updates of work items related to ITSM.

T4S Response: Yes, Jira Service Management (JSM) out-of-the-box integrates with Azure DevOps to facilitate collaboration between project management and development teams. By integrating the platforms, teams can sync issues, user stories, and bugs, ensuring consistent updates and eliminating manual data transfers. Such integrations allow seamless communication and efficient management of development and operational tasks

4.1.1.7 Shall have an out-of-the-box integration to Microsoft Entra ID for creating and maintaining internal contacts in ITSM.

T4S Response: Yes, Jira Service Management (JSM) out-of-the-box integrates with Microsoft Entra ID. For example, the Assets Importer for Microsoft Entra ID allows organizations to import Entra ID objects like users, devices, and groups into JSM Assets. This enables centralized asset management and improves visibility by linking Jira users to their corresponding Entra ID accounts

4.1.1.8 Workflows shall and can be created without code and visualized within Power Automate.

T4S Response: Yes, Workflows are created without code using Atlassian's tool that is similar to Power Automate.

4.1.1.9 Shall leverage Power BI for business intelligence level reporting.

T4S Response: Yes, Jira Service Management (JSM) can leverage Power BI for business intelligence-level reporting. Integrations between JSM and Power BI allow organizations to extract and analyze Jira data using Power BI's visualization and reporting tools. This can be achieved using third-party connectors like the Power BI Connector for Jira, which simplifies data export and enables the creation of dynamic dashboards, including historical and real-time reporting on metrics like incidents, changes, and service requests.

4.1.1.10 The platform and self-service portal must conform to accessibility standards WCAG 2.1, US Section 508, and EN 301 549.

T4S Response: Yes. https://www.atlassian.com/trust/compliance/resources/wcag

4.1.1.11 The platform shall be ISO 27001-certified; certificates must be provided in the bid submission.

T4S Response: See attachment Atlassian_ISO_27001_Certificate.pdf

4.1.1.12 The platform shall be ISO 27018-certified; certificates must be provided in the bid submission.

T4S Response: See attachment Atlassian_Certificate-ISO_27018.pdf

4.1.1.13 Vendors must provide comprehensive documentation for up to thirty (30) WVL system administrators and end-users.

T4S Partners: We leave behind a Train the trainer guide. The purpose of this quick reference guide is to provide trainers with a concise, easy-to-use resource that supports their efforts in delivering effective and engaging training sessions on Jira Service Management (JSM). This guide aims to streamline the training process by offering clear, actionable insights and best practices, enabling trainers to confidently instruct and empower their trainees. This quick reference guide is designed to significantly enhance the efficiency of training delivery for Jira Service Management. By providing trainers with immediate access to key concepts, methodologies, and best practices, the guide ensures that preparation time is minimized. Trainers can swiftly organize their sessions, ensuring a seamless flow of information

4.1.1.14 Vendors must describe the proposed solution in the response and detail how it meets or exceeds the mandatory requirements.

T4S Response: Jira Service Management (JSM) is Atlassian's IT service management platform designed to streamline service delivery for IT and other teams. Built on the robust Jira platform, JSM combines service request management, incident management, problem management, and change management functionalities, all within an intuitive and collaborative interface.

Key features of JSM include:

- **Centralized Service Portal:** Enables employees or customers to submit requests and track their status in one place.

- **ITIL-Aligned Processes:** Supports ITIL-certified practices like incident, problem, change, and service request management.

- **Seamless Collaboration:** Unites IT, development, and business teams on a single platform, reducing silos.

- **Automation and Workflow Customization:** Speeds up routine tasks and adapts to organizational needs.

- **Integration Capabilities:** Connects with tools like Confluence, Opsgenie, and third-party software for enhanced functionality.

JSM is widely used for IT service delivery but also extends to HR, finance, facilities, and other service teams, ensuring consistent, high-quality service experiences.

4.1.1.15 The Vendor must provide live online training for up to thirty (30) WVL staff.

T4S Response: We build in 1-2 days for live training as well as 2 days for go-live support. Of course this can be adjusted per your needs.

4.1.2 Contract Services Deliverable # 2: Implementation & Professional Services Support and Maintenance

4.1.2.1 Implementation & Professional Services Support and Maintenance must be available Monday through Friday, 8:00 a.m. EDT to 5:00 p.m. EDT, excluding State and Federal Holidays.

Implementation and Professional Services Support

T4S Partners is honored to present its comprehensive implementation and professional services support for the State of West Virginia Lottery System. Our skilled team, equipped with extensive experience and technical proficiency, is dedicated to ensuring a seamless and efficient implementation process. We engage in close collaboration with your team to thoroughly understand your requirements and deliver tailored solutions that align with your operational objectives.

Support and Maintenance Availability

To guarantee the continuous and optimal performance of the West Virginia Lottery System, T4S Partners offers an extensive range of support and maintenance services. Our service availability is structured as follows:

Service Hours

- Days: Monday through Friday
- Time: 8:00 a.m. EDT to 5:00 p.m. EDT
- Exclusions: State and Federal Holidays

Service Features

- Proactive Monitoring: Continuous monitoring of system performance to preemptively identify and address issues before they impact operations.
- Responsive Support: Our dedicated support team is readily available during service hours to respond to any technical concerns or inquiries promptly.
- Regular Maintenance: Scheduled maintenance activities designed to keep the system up-to-date and secure.
- Comprehensive Documentation: Detailed documentation and reporting on maintenance activities and system performance to ensure transparency and accountability.

T4S Partners remains steadfast in its commitment to delivering exceptional implementation, professional support, and maintenance services for the State of West Virginia Lottery System. Our expertise, combined with a reliable support and maintenance schedule, ensures the smooth and uninterrupted operation of your lottery system. We eagerly anticipate the opportunity to collaborate with you and contribute to the continued success of the West Virginia Lottery System.

4.1.2.2 Vendors must detail the service level agreements (SLAs) and emergency support procedures, with their bid response.

Service Level Agreements (SLAs)

Availability

Atlassian guarantees a monthly uptime of 99.9% for Jira Service Management Cloud Hosting. This uptime commitment is measured over each calendar month and does not include scheduled maintenance, or any downtime caused by factors beyond Atlassian's reasonable control.

Response Times

Atlassian provides detailed response time commitments based on the severity of the issue reported:

- Critical (Severity 1): Response within 30 minutes. This level includes issues causing complete loss of service or operations with no workaround available.
- High (Severity 2): Response within 2 hours. This includes significant service degradation or issues severely impacting business operations or multiple users.

- Medium (Severity 3): Response within 1 business day. This includes moderate service degradation or issues impacting a limited number of users.
- Low (Severity 4): Response within 2 business days. This includes minor issues or general inquiries that do not significantly impact service operations.

Emergency Support Procedures

24/7 Emergency Support

Atlassian provides around-the-clock emergency support for Jira Service Management Cloud Hosting. Customers can reach the emergency support team via a dedicated hotline or through the Atlassian support portal. The team is equipped to handle critical incidents and ensure rapid resolution.

Incident Management

When an emergency incident is reported, Atlassian follows a structured incident management procedure:

1. Incident Acknowledgment: The support team acknowledges the incident and assigns a severity level based on the impact and urgency.
2. Investigation: The team conducts a thorough investigation to diagnose the root cause of the incident. This may involve collaboration with internal technical experts or third-party vendors.
3. Resolution: The team implements appropriate measures to resolve the incident. This may include deploying patches, reconfiguring systems, or providing workarounds to minimize disruption.
4. Communication: Atlassian maintains transparent communication with the customer throughout the incident management process, providing regular updates on the status and expected resolution time.
5. Post-Incident Review: Once the incident is resolved, Atlassian conducts a post-incident review to identify lessons learned and implement preventive measures to mitigate future occurrences.

Escalation Procedures

If an incident cannot be resolved within the initial response time or if the customer is not satisfied with the resolution, Atlassian has an escalation procedure in place:

- First-Level Escalation: The incident is escalated to a senior support engineer for further investigation and resolution.
- Second-Level Escalation: If the issue remains unresolved, it is escalated to a technical lead or a subject matter expert with specialized knowledge of the incident area.
- Final Escalation: For critical incidents that require executive intervention, the issue is escalated to Atlassian's senior management to ensure all necessary resources are allocated for a swift resolution.

Atlassian is committed to providing exceptional service and support for Jira Service Management Cloud Hosting. Their robust service level agreements and comprehensive

emergency support procedures ensure that customers receive prompt and effective assistance, minimizing downtime and ensuring the smooth operation of their service management systems. The dedication to maintaining high availability and rapid response times underscores Atlassian's commitment to customer satisfaction and operational excellence.

4.1.2.3 The Vendor must provide documentation with their bid response outlining ongoing maintenance and support requirements for the system.

Ongoing Maintenance and Support Requirements

For Atlassian's Jira Service Management cloud software, the ongoing maintenance and support requirements are meticulously documented and readily accessible to ensure that customers can maintain optimal performance and reliability.

Location of Documentation

The primary location for all maintenance and support documentation is the Atlassian Documentation website, which can be accessed at [https://support.atlassian.com/jira-service-management/]. Here, users will find a comprehensive collection of guides, FAQs, and best practices that cover every aspect of Jira Service Management. This documentation is regularly updated to reflect the latest changes and enhancements to the software, ensuring that customers always have access to the most current information.

Content of Documentation

The documentation for ongoing maintenance and support of Jira Service Management includes:

1. System Requirements and Configuration

Detailed information on the hardware and software requirements necessary to run Jira Service Management efficiently. This section also includes guidelines on optimal configuration settings to maximize performance and reliability.

2. Regular Maintenance Tasks

A list of routine maintenance tasks that should be performed to ensure the smooth operation of the software. This includes instructions on updating the software, monitoring system performance, and performing regular backups to safeguard data.

3. Troubleshooting and Support

Comprehensive guides on troubleshooting common issues that may arise, along with step-by-step instructions for resolving them. This section also provides information on how to contact Atlassian support for additional assistance, including details on the different support plans available and their respective response times.

4. Security and Compliance

Best practices for maintaining the security and compliance of Jira Service Management. This includes guidance on setting up and managing user permissions, implementing security patches, and ensuring compliance with relevant regulations and standards.

5. Product Updates and Release Notes

Information on the latest product updates, including new features, enhancements, and bug fixes. This section also includes release notes that provide detailed descriptions of each update and its impact on the system.

6. Training and Resources

Access to a variety of training resources, including user manuals, video tutorials, and webinars. These resources are designed to help users gain a deeper understanding of Jira Service Management and leverage its full potential.

By providing comprehensive and easily accessible documentation, Atlassian ensures that customers have all the information they need to maintain and support their Jira Service Management cloud software effectively.

Appendix A

Name of Service Provider/Vendor: Atlassian

Atlassian Customer Agreement: https://www.atlassian.com/legal/atlassian-customer-agreement#intro

Atlassian Data Processing Addendum: https://www.atlassian.com/legal/data-processing-addendum#scope-and-term

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