

ADDENDUM #1**Issue Date: 02/16/2018**

**Request for Proposal
Cloud-based IT Service Management (ITSM) System
Issued January 19, 2018
CML# 18-005**

SUBJECT: Submittal Deadline Extension

The purpose of this addendum is to extend the deadline for submittal from February 12, 2018 to Wednesday, February 28, 2018 12:00 NOON EST. Attached are pages 1, 2 and 9 which are affected by this change and are updated as such. Please replace the existing pages with the attached pages. All other terms and conditions remain the same.

COLUMBUS METROPOLITAN LIBRARY

Request for Proposal

Cloud-based IT Service Management (ITSM) System

Issue Date: January 19, 2018

RFP Number: CML #18-005

Issued by

Procurement Department
96 S. Grant Ave.
Columbus, OH 43215

Deadline for Submittal

Wednesday, February 28, 2018
No later than 12:00 NOON EST



Dan Jones, Procurement Buyer
 Procurement Department
 Telephone: (614) 849-1028; FAX: (614) 849-1140
djones@columbuslibrary.org

REQUEST FOR PROPOSAL COVER SHEET

The Columbus Metropolitan Library (“CML” or “Library”) is issuing this Request for Proposal (“RFP”) for a *Cloud-based IT Service Management (ITSM) System* (“Project”). The RFP Identification Number is: **CML #18-005**.

Proposals must be received at the Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215 no later than 12:00 Noon on Wednesday, **February 28, 2018**. Any Proposal (“Proposal”) arriving after 12:00 Noon will be considered late and will receive no consideration for selection to provide the specified services.

All questions or requests for clarifications should be submitted no later than 5:00 p.m. on **Monday, February 5, 2018** to: procurement@columbuslibrary.org.

The Offeror (“Offeror”) declares to have read, understood and affirms, by its signature below, to be bound by all the instructions, terms, conditions and specifications of this RFP and agrees to fulfill the requirements of any contract (“Contract”) for which it is selected to provide the specified goods or services at the prices proposed.

The Offeror certifies, by signature affixed to this “Invitation to Bid Cover Sheet”, that the information provided in response to this RFP, including certified statements, is accurate and complete.

| | | |
|---------------------------------------------------------------------|---------------------|-----|
| Federal Taxpayer Identification Number (TIN) | | |
| Name of person signing proposal (Please print or type) | Title | |
| Offeror Name | | |
| Mailing address | | |
| City | State | ZIP |
| Telephone | Toll Free Telephone | |
| Contact Person | Fax Number | |
| E-Mail address | | |
| Authorized Signature (Original signature only) Please use Blue Ink. | | |

THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL

EVALUATION AND SELECTION

The final decision will be based on the overall RFP response that is deemed most advantageous to the Library, based on the information provided.

PROJECTED TIMELINE

The projected timeline for this RFP process is provided below. The Library may, at its sole discretion, modify the schedule as necessary to allow for thorough and complete analysis of responses.

| Activity | Target Completion Date |
|----------------------------------------|-----------------------------------------------|
| Issuance of RFP Inquiry Period Begins | January 19, 2018 |
| Inquiry Period Ends | February 5, 2018 (5:00 PM) |
| Final Response to Vendor Questions | February 9, 2018 (5:00 PM) |
| Due Date | February 28, 2018 by 12:00 p.m. (Noon) |
| Selection of Successful Offeror | TBA |

CML reserves the right to modify this schedule at CML's discretion. Notification of changes in the response due date would be posted on the CML Website or as otherwise stated herein. All times are Columbus, Ohio Local Time