



## Request for Information # 224-33

**Organization:** Grand Valley State University

**Organization Address:** 1 Campus Drive, Allendale, MI 49401-9403

**Project Name:** IT Status & Incident Communication System

**Organization Home Page:** [www.gvsu.edu](http://www.gvsu.edu)

**RFI Coordinator/Contact:** Nick Nelson, Enterprise Applications ([nelsnich@gvsu.edu](mailto:nelsnich@gvsu.edu))

**Executive Sponsor:** Ben Rapin, AVP & CTO

**Date Issued:** 11/16/23

**Date Due:** 12/7/23

### Overview

Grand Valley State University is a public university with regional locations throughout the state of Michigan. GVSU Information Technology is seeking an IT System Status & Incident Communication system to replace our current homegrown status page. The overall purpose of this tool will be to display real-time system status and to streamline communication of incidents to the campus community.

Additional Goals:

- Bring awareness to the University community on system outages and availability of services
- Alert key stakeholders when critical systems are down

New System Requirements:

- Integration with monitoring tools such as Pingdom and SolarWinds. Please describe what other tools you integrate with.
- Ability for IT staff to create scheduled maintenance that is reported on the status page and in notifications.
- Ability for IT staff to provide updates on downtime and scheduled maintenance outages.
- Ability for community members to subscribe to systems of interest and receive notifications for system maintenance and downtime
- Ability to track systems that might not be monitored by the automated tools listed above
- Integration with status pages for common SaaS platforms, such as Workday, Zoom, GitHub, etc.

### Information Requested

- 1) Please introduce your business, its services, and its capacity as they relate to this request, focusing on the key aspects below:

- a. System functionality
  - b. User access and authentication for Administrators
  - c. Scalability and integration
  - d. SLA
  - e. Alerts and notification management
  - f. Maintenance and support
- 2) How much time will be needed to implement this new system?
  - 3) What internal university staff would be needed for this transition?
  - 4) What internal university staff would be needed to support this system? What initial and ongoing support will be provided by your organization?
  - 5) What are your typical contract lengths? (No commitment, annual, 3-years, 5-years, etc.)
    - a. What is the process if we do not get the services we expect? Is there an opt-out or are we locked in?
  - 6) What consultative services do you offer included with this product?
    - a. Ex: Strategic partnerships, addressing our immediate needs and gaps, consistent touch bases advising us on advances in the technology, best practices we should consider, quarterly/annual success reporting, etc.
  - 7) What is the initial and ongoing cost?
  - 8) Please include references for similar sized institutions we could contact.
  - 9) GVSU reserves the right to conduct discussions, request additional information and accept revisions from any vendor RFI responses received.
  - 10) Please include any additional information you would like to share regarding this RFI on items that might not have been asked for or addressed in this document but could be important to your overall response.

### **Response Expectations**

Please send responses to Nick Nelson via email by the deadline listed at the top of this document: [nelsnich@gvsu.edu](mailto:nelsnich@gvsu.edu).

Please include your organization's contact information for follow-up questions and information on how to schedule a demonstration of your product.

We appreciate your time, and please contact Nick Nelson with any questions or clarifications.