



ADDENDUM #1

RFP #26-96100-CW-SERVICEDESK

DATE OF ADDENDUM: January 7, 2026

This addendum shall be made part of the RFP documents and is issued to make additions, changes, or clarifications to the RFP documents.

1. Can you expand on what features/functionality you are looking for when it comes to software asset management?

We are seeking a centralized solution that allows us to inventory and manage software licenses (subscription, perpetual, and free), track renewals and compliance, associate software with devices and users, and provide reporting for audits and budgeting. The system should support alerts for renewal and compliance risks and reduce manual tracking where possible through automated discovery or integrations.

2. Are you wanting to track what software you have, which machines it is being used on, and/or usage data?

We would like visibility into:

- Software inventory (titles, versions, license counts and types)
- Device and user associations
- Usage data where available, to identify underutilized licenses and support cost optimization

3. What systems would you want to integrate with?

- Microsoft Entra ID (Azure AD) and SSO
- Microsoft Intune and endpoint management tools
- Active Directory / user synchronization
- Microsoft 365 (email and notifications)
- Snipe-IT (current asset and inventory management system)
- API access for reporting and data exchange with applications

We are open to vendor recommendations that improve automation and operational efficiency.

4. How many users will be working in the system?

- Active agents: currently 146 agents, with the potential for additional agents as more departments are onboarded during implementation
- End users (faculty, staff, students submitting requests): several hundred to several thousand
- Administrative/reporting users: approximately 5–10 users

5. Do you have a team to build integrations utilizing API's, or would you prefer a drag-and-drop build approach for integrations?
- We prefer low-code or drag-and-drop tools for building and maintaining integrations, with robust APIs available for more advanced needs
 - We do not have a dedicated development team for custom API work, so ease of configuration and long-term maintainability are important