



Request for Proposal (RFP)

Incident Management Managed Services

Proposal Deadline April 21, 2023

STRATEGIC SOURCING

Autodesk, Inc.

The Landmark @ One Market

1 Market Street, Suite 400

San Francisco, CA 94105

Property of Autodesk, Inc

1. COMPANY OVERVIEW

About Autodesk

Autodesk is a global leader in software that empowers everyone – from designers and builders to engineers and the next generation of innovators – to solve the challenges facing the world. With Autodesk, you can make anything.

Autodesk is changing how the world is designed and made. Our technology spans architecture, engineering, construction, product design, manufacturing, media, and entertainment, empowering innovators everywhere to solve challenges big and small. From greener buildings to smarter products to more mesmerizing blockbusters, Autodesk software helps our customers to design and make a better world for all.

Over 100 million people use Autodesk software like AutoCAD, Revit, Maya, 3ds Max, Fusion 360, SketchBook, and more to unlock their creativity and solve important design, business and environmental challenges. Our software runs on both personal computers and mobile devices and taps the infinite computing power of the cloud to help teams around the world collaborate, design, simulate and fabricate their ideas in 3D.

We are headquartered in the San Francisco Bay Area and have more than 10,000 employees worldwide.

2. RFP OBJECTIVE

Autodesk is looking to partner with a third party who can provide a best in class managed services for Autodesk's Service Desk, Enterprise Operations Center (EOC) and Cloud Services Operations Center (CSOC) operations. Currently, each of the managed services for these three areas are run separately. Autodesk believes that there is an opportunity for the Respondents to review the current situation and propose a managed service solution which will drive greater efficiencies with a more robust overall managed service structure.

Autodesk is continuing to grow and therefore, we're looking for a partner who has the vision to be able to reimagine the 'as is' for these services and drive Autodesk forward by delivering to a consistently excellent standard, driving efficiencies while simultaneously being able to scale at pace. This RFP is your opportunity to bring your vision of this future to Autodesk.

While Autodesk's desired end state is a single managed service which covers all three services, we do require that the vendor propose their solutions in the following manner:

- Service Desk as a standalone solution with EOC and CSOC as a combined solution
- Service Desk, EOC and CSOC as a combined solution

The successful Respondent must demonstrate proficiency in the following areas:

- Capability to provide the services outlined in Attachment 1. Autodesk Detailed Requirements.
- Mature approach to delivering a best in class managed services with a focus on efficiency & productivity improvements.
- A robust solution which can cope with employee attrition without impacting the customer.
- Demonstrate to Autodesk how they have successfully implemented these services in the previous 18 months with companies similar to Autodesk in terms of scale and global footprint.
- Provide excellent value for money.

The complete requirements are listed in the adjoining Attachment 1. Detailed Scope and Requirements and suppliers are invited to fully answer all questions. The successful vendor will be the vendor who can clearly demonstrate their ability to best meet Autodesk's current requirements, deliver continuous improvements and demonstrates capability to scale at

pace. In addition to the above requirements, we advise suppliers to demonstrate how their managed service solution is the most innovative, efficient, and best suits Autodesk's needs. Respondents shall be evaluated in a number of key areas:

- Their ability to propose a robust managed service solution which delivers a best in class solution.
- Maturity of the team proposed by the Respondents.
- Commercial efficacy of the solution.
- Ability to implement the solution effectively.
- Demonstrated ability of the Respondent to quickly conclude a contract with Autodesk, Inc.

3. SCHEDULE OF EVENTS

The schedule for this RFP is indicated below. Autodesk reserves the right to adjust this schedule as dictated by its business needs.

RFP DELIVERABLE	DUE DATE
Distribute RFP to Suppliers	March 24, 2023
Deadline for Suppliers to email Intent to Participate	March 28, 2023
Deadline for Suppliers Questions to Autodesk	March 30, 2023
Autodesk will email all questions and answers to all Suppliers	April 5, 2023
Deadline for Supplier RFP Submissions	April 21, 2023 @ 5pm PST
Clarifications from Autodesk	April 28, 2023
In-person presentations at our San Francisco office	Week of May 8, 2023

4. RFP CONTACT

The sole point of contact for this RFP is:

Neil O'Connor, Senior Manager, neil.oconnor@autodesk.com

All communications will be via **email only**. Send all questions/concerns regarding this RFP to the contact listed above.

Do not contact anyone at Autodesk regarding this RFP or the bid process other than the contact identified above. Doing so may result in your company's disqualification.

5. RFP ATTACHMENTS

This RFP includes the following documents:

- RFP Overview and Instructions
- Attachment 1 – Detailed Scope and Requirements
- Attachment 2: Master Services Agreement (MSA).
- Attachment 3: Data Usage and Protection Agreement (DUPA) Exhibit.
- Attachment 4: Statement of Work (SOW):
- Attachment 5: Pricing Sheet.

6. RFP INSTRUCTIONS

1. Carefully read through each of the **RFP ATTACHMENTS** identified above.
2. Submit your **Intent to Participate** e-mail confirming that the company representative submitting the proposal has the authority to commit your company and that the proposal will remain valid for at least 180 days after the due date for receipt of the proposal by the due date as indicated in the **SCHEDULE OF EVENTS** above.
3. Submit your **Questions** on or before the due date indicated in the **SCHEDULE OF EVENTS** above to the **RFP CONTACTS**. All answers to questions that may materially affect bid responses will be prepared by Autodesk and sent to all Respondents. Questions may be rephrased to ensure anonymity. Questions will only be accepted via e-mail and must be in editable format (no PDFs).
4. Complete any, and all, instructions contained within each of the **RFP ATTACHMENTS**.
5. **Supplier Response/Proposal:** The RFP response should be in line with the instructions in section 6 – 12 below.
6. **Proposal Letter:** The RFP response must include a proposal letter confirming that the company representative submitting the proposal has the authority to commit your company and that the proposal will remain valid for at least 180 days after the due date for receipt of the proposal.
7. **Executive Summary:** The Executive Summary offers the Supplier an opportunity to summarize the key elements of the proposal including experience, technical approach, and pricing. This area may also be used to describe how the Supplier's proposal is consistent with Autodesk's business needs and strategies. This section should also include information about the company, where you are in the market, where you are going, e.g., strategic direction.
8. **Exceptions and Clarifications and Alternatives:** Supplier must use this Section to detail any proposed exceptions or clarifications to any element of this RFP, including attachments. Please state whether your firm can meet Autodesk's requirements and goals as specified in the Questionnaire. If not, please indicate which cannot be fulfilled and explain the reason(s) why. Autodesk is open to considering new approaches and ideas. Alternative processes or improvements should be labeled as alternative submissions and attached under a separate cover.
9. **Response to Attachment 1 - Detailed Scope and Requirements:** Respondents are required to complete Attachment 1 in its entirety - failure to do so may preclude your firm from being selected.
10. **Response to Attachment 2 – MSA.** By submitting a proposal, Supplier is acknowledging that they have read the MSA terms and condition and either accepts them as written or accepts them with redlined changes. **Any redlines must be clearly identified in your submitted MSA. Please note that the number and type of exceptions you take to our standard terms and conditions will be an important consideration in the bid evaluation process.** Failure to include any redlines in your submission shall be deemed acceptance of the MSA terms in their entirety and no negotiation of these terms will be permitted if Supplier is selected. Autodesk reserves the right to modify the terms of the Master Services Agreement if business needs dictate based on services being provided by Supplier. **All submissions must also contain a Certificate of Insurance (COI).**
11. **Response to Attachment 3 – DUPA.** **Any redlines must be clearly identified in your submitted DUPA. Please note that the number and type of exceptions you take to our standard terms and conditions will be an important consideration in the bid evaluation process.** Failure to include any redlines in your submission shall be deemed acceptance of the DUPA terms in their entirety and no negotiation of these terms will be permitted

if Supplier is selected. Autodesk reserves the right to modify the terms of the DUPA if business needs dictate based on services being provided by Supplier.

12. Response to Attachment 4 – SOW. As part of the proposal, Respondents are required to complete an SOW for implementation of their proposed solution. All items out of scope and any assumptions or dependencies must be clearly captured.

13. Response to Attachment 5 – Pricing Sheet. All Respondents are required to submit their pricing proposal in the format outlined in Attachment 5. There are two requested formats for pricing.

- a. Pricing for the Service Desk as a standalone service with CSOC and EOC combined.
- b. Pricing for all three services combined.

14. Autodesk is committed to conducting our business with the highest degree of honesty, integrity, and ethical behavior, and to advancing a more sustainable, resilient, and equitable world. We require our partners to uphold these same values, ethics, and commitments. As such we require each Respondent to complete the questionnaire for ESG Supplier Diversity and Environmental RFP Questions in the following link by the deadline for response submission. <https://app.smartsheet.com/b/form/9cb4758e713446bdbe008e09faf75e3d>

15. Submit your complete proposal, via email in editable format (No PDFs unless specifically requested), by the DEADLINE as indicated in the **SCHEDULE OF EVENTS** above including:

- a. Rename all RFP ATTACHMENTS as “Your Company Name – RFP ATTACHMENT”
- b. Send all required RFP ATTACHMENTS in the same format file that they were issued

16. Autodesk will confirm receipt of your submitted RFP proposal.

7. EVALUATION CRITERIA

Autodesk and its representatives will evaluate Supplier’s entire proposal and other pertinent information in deciding which Supplier(s) will be selected as a finalist. Supplier’s entire proposal will be reviewed for responsiveness to the RFP, clarity, brevity and conciseness of the information presented. Proposals will be evaluated based on the nature of the project and your proposed solution or approach in accordance with Autodesk’s standard proposal evaluation procedures that allow tailoring of the evaluation using weighted factors and criteria. Autodesk is looking for a partner who has the capabilities to not only meet our requirements but to add significant value through cutting edge innovation.

8. RFP TERMS AND CONDITIONS

8.1 Award

Autodesk has the sole right to select the successful Supplier for award, to reject any proposal as unsatisfactory or non-responsive, to award a contract to other than the lowest priced proposal, to award multiple contracts, or to not award a contract as a result of this RFP.

8.2 Bidder’s Responsibility

Supplier’s proposal shall be prepared simply and economically in strict accordance with the format and instructional requirements of this RFP. Each proposal should provide a concise delineation of the Supplier’s capabilities to satisfy the requirements of this RFP, with emphasis on completeness, clarity of content and innovation. Fancy bindings,

colorful displays, and promotional material are neither required nor desired, unless they add substance to Suppliers proposal.

8.3 Guarantee

There is no guarantee as to volume or duration of work resulting from this RFP process.

8.4 Negotiations

Autodesk's desire is to negotiate an agreement with a successful Supplier(s), whose proposal is considered to be the most advantageous to Autodesk. Financial as well as other factors will be considered in the evaluation. Proposals should be submitted on the most favorable terms possible, from the standpoint of cost and quality service. Autodesk reserves the right to accept other than the best financial proposal and to reject any or all proposals and waive any of the requirements of the proposal as described in this RFP. Upon selection of the Supplier(s), Autodesk may enter into an agreement(s) setting forth the terms and conditions of the parties' rights and obligations. The resulting agreement(s) shall follow substantially the terms described in this RFP. At Autodesk's option, this RFP and the successful Supplier(s) proposal will be binding on both parties and will become an integral part of the agreement.

8.5 Complete and Accurate Submissions

Supplier's response is presumed to represent its best efforts to respond to this RFP. Any inconsistency, whether real or apparent, between proposed performance and price must be explained in the response.

If the Supplier submits a proposal, which in any way does not meet the RFP requirements, the Supplier must specifically describe any and all exceptions taken. In absence of any exception, it will be assumed that the Suppliers proposal is based on complete compliance with all requirements.

8.6 Representation & Warranty

The data provided in this RFP, by Autodesk, is for informational purposes only and is intended to provide prospective Suppliers as complete of an understanding of Autodesk's situation as possible. There is no representation or warranty that such data is accurate, and Suppliers shall make use of such data at their own risk.

Autodesk is not responsible for oral statements made by its employees, agents, or representatives concerning this RFP. Supplier is solely responsible for examining this RFP and all Attachments hereto.

8.7 Right of Rejection

This RFP is not an offer to contract. Acceptance of a proposal neither commits Autodesk to award a contract to any Supplier, even if all requirements stated in this RFP are met, nor limits Autodesk's right to negotiate in our best interest. We reserve the right to contract with any Supplier for reasons other than lowest price. Failure to answer any question in this RFP may subject the proposal to disqualification. However, failure to meet a qualification or requirement will not necessarily subject a proposal to disqualification.

8.8 Confidentiality

The information contained in this RFP (or accumulated through other written or verbal communication between Supplier and Autodesk) is considered Confidential Information and proprietary to us, regardless of any statement contained within your response. If any recipient of this RFP is not willing to maintain such information in confidence, the recipient is required to notify us immediately and return all copies of this RFP. Without our written consent, you may use the information contained herein only for purposes of responding to the RFP, and such information may be disclosed only to your employees who have a "need to know" such information in order to enable you to respond to this RFP. Upon our request or final award to another Supplier, all copies of this RFP must be returned to us or destroyed.

8.9 Property of Autodesk

All proposals submitted in response to this RFP shall become the property of Autodesk. Proposals will not be returned to Suppliers. Proposals will be securely stored or destroyed in the event no contract is awarded.

9. THANK YOU

Autodesk understands that there is a lot of effort put forth into submitting an RFP. We appreciate all your work and your interest in our business.