**Proposer Response Form**

This response form must be included as part of your proposal submission. It will help El Paso County gain an understanding of the breadth and depth of services and resources provided. Contractors that are smaller in size but offer unique or specialized services will be considered for the preferred vendor list as well. Use as much as necessary in the template to communicate the value you will bring to El Paso County.

**Letter of Introduction:**

[add your letter of introduction here]

**Understanding and approach:**

|  |
| --- |
| Acknowledge that you will provide all services described in RFP. Clearly list any services you cannot provide as out of scope. |
|  |
| Provide a summary narrative describing your understanding and approach for completing the proposed work as described in this RFP. (Do not copy and paste the County’s requirements) |
|  |
| Describe available services and associated support/resources. |
|  |
| Cleary identify the Company’s and Key Personnel responsibilities. |
|  |
| Provide a clear understanding of the project, approach, and your role in managing the project |
|  |

**Company Size and Profile**

|  |  |
| --- | --- |
| Number of Year in Existence |  |
| Provide a brief description of your firm including location(s), office locations, size of firm, and financial stability (annual public reports or private financial statements shall be included in an appendix or under separate cover; private financial information will be kept confidential by the County).  |
|  |
| Summarize/list your applicable qualifications and/or certifications. The County may request proof of the listed certifications prior to performing work. |
|  |
|  |
|  |
| Factors that differentiate you from the competition |
|  |

It is in the County’s best interest to understand an organization’s range of resources. Fill out the following table with the number of employees in your organization. If you are a smaller organization with a unique or specialized skill set, you may still be considered for the preferred vendor list.

|  |  |  |
| --- | --- | --- |
| **Role** | **Number of Employees** | **Combined Years’ Experience** |
| Total Organization Size |  |  |
| Project Managers (PMP certified) |  |  |
| Project Manager (not PMP certified) |  |  |
| Agile/Scrum Project Manager |  |  |
| Account Managers |  |  |
| Senior Consultant/Solution Architect – On Shore |  |  |
| Senior Consultant/Solution Architect – Near Shore |  |  |
| Senior Consultant/Solution Architect – Off Shore |  |  |
| Junior Consultant/Solution Architect – On Shore |  |  |
| Junior Consultant/Solution Architect – Near Shore |  |  |
| Junior Consultant/Solution Architect – Off Shore |  |  |
| Add other roles as necessary below: |  |  |
|  |  |  |

Fill out the chart below with the number or resources that are expert or competent in the following areas or check not available if there is no available resource. An expert means that the resource is able to answer deep technical, configuration or process questions on the module without research, is able to demo a solution with little to no preparation and is able to execute complex configuration change efficiently. Competent means the resource can answer general technical, configuration or process questions on the module with little to no research, is able to demo a solution with preparation and is able to execute complex changes with some research. Not available means there are no resources at the Expert or Competent level able to support the module.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Expert | Competent | Not Available |
| Incident Management |  |  |  |
| Request Management |  |  |  |
| Problem Management |  |  |  |
| Change and Release Management |  |  |  |
| Knowledge Management |  |  |  |
| Asset and Cost Management |  |  |  |
| Continual Improvement Management |  |  |  |
| Configuration Management/CMDB |  |  |  |
| Knowledge Management |  |  |  |
| ITSM/pro Reports Dashboard & Performance Analytics |  |  |  |
| Service Catalog configuration |  |  |  |
| Service Catalog development |  |  |  |
| Innovation Management |  |  |  |
| Demand Management |  |  |  |
| Resource Management |  |  |  |
| Project and Portfolio Management |  |  |  |
| Application Portfolio Management |  |  |  |
| Agile Development |  |  |  |
| ITBM Reports Dashboards and Performance Analytics |  |  |  |
| ITOM Visibility/Discovery |  |  |  |
| Service Mapping |  |  |  |
| Software Asset Management |  |  |  |
| Development – Scripting |  |  |  |
| Development – Scoped apps |  |  |  |
| Development – Integrations |  |  |  |
| Flow Designer |  |  |  |
| Workflow |  |  |  |
| Integration Hub |  |  |  |
| Field Service Management |  |  |  |
| HR Service Delivery |  |  |  |
| Customer Service Management |  |  |  |
| Hardware Asset Management (Pro) |  |  |  |
| Software Asset Management |  |  |  |
| Add Other supported modules below: |  |  |  |
|  |  |  |  |
|  |  |  |  |
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**Other Expertise**

List any other expertise not included above

|  |
| --- |
|  |

**References**

Provide three references for similar work. All fields are required. The County will be reaching out to the references here. These references are in addition to, or a repeat of the general references provided in the general RFP response. Provide specific details on the projects completed including high level scope/deliverables, the time it took to complete, the resources used to complete the project and lessons learned. Include three projects executed for the reference. Use as much space as necessary to communicate the value brought to the client.

Reference 1

|  |  |
| --- | --- |
| Company Name |  |
| Dates of Services |  |
| Contact Reference Information | Name:Title:Phone:Email: |
| Local Government | Yes/No |
| Project Deliverables:Time to Complete:Resources:Lessons Learned:Methodology – Agile or Waterfall |
| Project Deliverables:Time to Complete:Resources:Lessons Learned:Methodology – Agile or Waterfall |
| Project Deliverables:Time to Complete:Resources:Lessons Learned:Methodology – Agile or Waterfall |

Reference 2

|  |  |
| --- | --- |
| Company Name |  |
| Dates of Services |  |
| Contact Reference Information | Name:Title:Phone:Email: |
| Local Government | Yes/No |
| Project Deliverables:Time to Complete:Resources:Lessons Learned:Methodology – Agile or Waterfall |
| Project Deliverables:Time to Complete:Resources:Lessons Learned:Methodology – Agile or Waterfall |
| Project Deliverables:Time to Complete:Resources:Lessons Learned:Methodology – Agile or Waterfall |

Reference 3

|  |  |
| --- | --- |
| Company Name |  |
| Dates of Services |  |
| Contact Reference Information | Name:Title:Phone:Email: |
| Local Government | Yes/No |
| Project Deliverables:Time to Complete:Resources:Lessons Learned:Methodology – Agile or Waterfall |
| Project Deliverables:Time to Complete:Resources:Lessons Learned:Methodology – Agile or Waterfall |
| Project Deliverables:Time to Complete:Resources:Lessons Learned:Methodology – Agile or Waterfall |

**Key Personnel**

Fill out the chart for the key personal who will likely be assigned to work on the account. Provide their resumes. In addition. provide the resumes of the top 2-3 solution consultants for each major ServiceNow area (ITBM, ITSM, ITOM, FSM, ITSM) that are eligible to work on the account. If nearshore or offshore resources are being proposed in the rate sheet, include representative resumes for those resources as well.

|  |  |
| --- | --- |
| Account Manager | Name:Title: |
| Relevant experience (include similar projects, services) |
|  |
| Applicable qualifications, licenses, training and/or certifications of Key Personnel |
|  |
| Roles and responsibilities on the project |
|  |
| Current and projected workload |
|  |

|  |  |
| --- | --- |
| Consultant | Name:Title: |
| Relevant experience (include similar projects, services) |
|  |
| Applicable qualifications, licenses, training and/or certifications of Key Personnel |
|  |
| Roles and responsibilities on the project |
|  |
| Current and projected workload |
|  |

|  |  |
| --- | --- |
| Consultant | Name:Title: |
| Relevant experience (include similar projects, services) |
|  |
| Applicable qualifications, licenses, training and/or certifications of Key Personnel |
|  |
| Roles and responsibilities on the project |
|  |
| Current and projected workload |
|  |

|  |  |
| --- | --- |
| Consultant | Name:Title: |
| Relevant experience (include similar projects, services) |
|  |
| Applicable qualifications, licenses, training and/or certifications of Key Personnel |
|  |
| Roles and responsibilities on the project |
|  |
| Current and projected workload |
|  |

**Exceptions:**

State any reservations, conditions, constraints or exceptions to El Paso County's standard Services Contract or exception to the any items addressed in this document. If none, please state none. Separate page(s) may be included as required. If separate page(s) are included, an “Exceptions” section must be included and clearly marked in the proposal.

[Add Content Here]