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| **RFP NO. 21-124** |  | **DUE DATE: October 21, 2021** |

**ADDENDUM NO. 1**

**F****or**

**ServiceNow Implementation Services**

**DATE OF ADDENDUM: October 12, 2021**

**THE ATTACHED** addendum shall become as fully a part of the above-named Request For Proposal (RFP) as if therein included and shall take full and complete precedence over anything contained to the contrary.

**ACKNOWLEDGMENT:** Each proposer shall indicate acknowledgment of receipt of this addendum by signing below and submitting this addendum (this page only) with the proposal.

Each proposer shall be responsible for reading every item on the attached addendum to ascertain to what extent and in what manner it affects the work being proposed.

No attempt is made to list Addendum items in chronological order or in conformity with the Drawings to which they refer or which they affect.

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| **X** | **NO CHANGE TO DUE DATE** |
|  | **CHANGE DUE DATE TO: N.A.** |

I acknowledge receipt of this addendum which shall become a part of the submitted proposal.

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| **COMPANY NAME** |  | **PHONE** |
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| **AUTHORIZED REPRESENTATIVE** |  | **TITLE** |
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| **SIGNATURE** |  | **DATE** |

The following is hereby made a part of this solicitation:

1. What actual scope are we bidding on?

You are **not** bidding a project or project scope for this RFP. You are communicating your ServiceNow consulting capabilities and your rate schedules. We will establish contracts with qualified vendors. The scope of the engagement is anything related to ServiceNow. We are looking for both large and small partners. In some cases, we will need staff augmentation in others we will issue task orders with specific projects.

1. Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.

We are in our third year of ServiceNow implementation.

1. Please confirm if we can get the proposals or pricing of the incumbent(s).

All proposals will be new and evaluated with the RFP.

1. Are there any pain points or issues with the current vendor(s)?

Yes. We want timely billing and time reporting, work by resource with time against projects/tasks.

1. Please confirm the anticipated number of awards.

Maybe 3-5, it depends on the number of proposals received and the qualifications.

1. Can the County share the roadmap referenced in Section 1, Introduction, of the RFP?

We would like to better understand your priorities aligned to notional program timeline

Currently we are working on configuration management and the portal. Up coming work is Asset management, HAMpro and SAM in 2022. We are also continually improving the service catalog with new requests.

1. Can you clarify the County's intent with this RFP and any resulting Agreement(s)? Specifically, does the County seek responses from staff augmentation firms (i.e., Contractor is providing resources that will be entirely managed by the County)? Or, does the County seek a vendor to complete as needed, project-based work?

The County may need both. Currently staff augmentation has been working but increased demand may result in project-based work.

1. May responders submit the Proposer Response Form on company letterhead, or must we use the MS word provided?

Proposers are required to use the Proposer Response Form.

1. What version did you start your ServiceNow instance?

London.

1. How close to Out-of-the-Box is your ServiceNow instance? What is your technical debt?

We had around 40 skips in our last upgrade to Quebec.

1. What discovery source will you be using if any? i.e.: ServiceNow Discovery, SCCM/Intune, JAMF, vmWare, AWS, Azure, Google?

ITOM Visibility is currently being worked on - SCCM is on the roadmap.

1. Number of users on your ServiceNow tables (Active, Licensed) How many active and licensed user?

Around 80.

1. What are your hardware and software estate inventories by user group (end-user and Infrastructure)?

This would be answered in a task order engagement.

1. Will you be using any of the ServiceNow mobile/tablet applications?

Yes.

1. Is there a backlog of user stories or "in-flight" work? If so, provide a breakdown by ServiceNow application.

Yes – Service portal, catalog request, and configuration management are in flight.

1. Describe your production service catalog. How many catalog items, record producers, order guides, catalogs, flows, integration activities, user criteria?

Catalog items 173, record producers 68 (only 4 used), order guides 1, catalogs 2, flows 86 flow designers and 55 workflows, user criteria 30 but only 3 active.

1. How are you using Service Portfolio in Production? What personas and capabilities?

This would be answered in a task order engagement.

1. Describe the annual usage and breakdown by external integration source(s) for Integration Hub in Production.

We integrate our active directory from Okta to ServiceNow. We are looking at updating AD through integration hub (future work).

1. How large is the current internal ServiceNow team that supports the existing ServiceNow instances? Are there any language requirements for this project beyond English?

Internal we have a project manager, two business analysts and one admin, all who support ServiceNow along with other responsibilities. We have one full time admin committed.

1. You mention Integration Hub being in scope. What ServiceNow integrations are you looking to have completed?

We want to integrate IT employee onboarding activities and employee changes – auto provisioning where possible.

1. Is your Active Directory on premise or in the Azure cloud?

On premise.

1. Do your current ServiceNow instances have an LDAP integration setup to Active Directory on Premise or in the cloud? What information will need to be pulled from JD Edwards?

The current integration is through Okta in the cloud. We are looking at JDE for employee lifecycle data.

1. Incident Management is listed as a partial implementation. What still needs to be configured from an incident management perspective?

Once configuration management is fully implemented, we need to make sure it integrates into incident. We also want to better integrate problem and change with incident.

1. Problem Management is listed as a partial implementation. What still needs to be configured from a problem management perspective?

No more configuration. We need a process owner to implement it on our side – we are working on filling the position.

1. Discovery is listed as in scope. Do you already have one or more MID servers in place that can be leveraged by Discovery?

Yes. Mid servers are already installed. We have limited discovery working in our sandbox environment.

1. Do you know the classes of CIs that you want to discover with Discovery?

This would be answered in a task order engagement

1. You have “Asset Management” and “Implementation of hardware asset management within IT Service Management (ITSM)” listed as in scope. Is Software Asset management in the scope of what you have defined as “Asset Management”?

Anything ServiceNow offers is potentially in scope (see question 1). Software asset management is on the roadmap for 2022.

1. How many Asset classes (Servers, Laptops, etc.) are you looking to manage? What software is used for maintaining hardware today?

This would be answered in a task order engagement

1. Will asset information (Assets that cannot be discovered) need to be imported from this existing software repository?

This would be answered in a task order engagement

1. If Software Asset Management is in scope, what Software publishers would you like to be in scope? Self-Service Portal is not listed as an in-scope area. Is there an existing self-service portal that will continue to be used?

Scope is anything that service now offers (see question 1). Software publishers would be part of a task order engagement. We have self-service portal that is in use.

1. Please confirm that no Service Portal configuration will be in scope. Service Catalog and Request Fulfillment is not listed as an in-scope area. Is there an existing Service Catalog that will continue to be used?

Anything ServiceNow offers is in scope (see question 1). The service portal is complete, but there could be additional features in scope in the future. If there is an area you can’t support just note that and we can find other resources.

1. Please confirm that no catalog items or fulfillment workflow configuration will be in scope. Implementation of the Common Service Date Model (CSDM) is listed as in scope.

Anything ServiceNow offers is in scope (see question 1). The service portal is complete, but there could be additional features in scope in the future. If there is an area you can’t support just note that and we can find other resources. We are continually adding catalog items and request workflows now.

1. From a process perspective for the areas in scope, do you expect to leverage a or b below?
2. The best practice processes from the software vendor OOTB and configuration by the partner.
3. A specific process you have defined and want configured and customized into the software by the partner. If it’s option b., do you have documented processes that you can share with vendors to assist with high level scoping?

We are going for option a.

1. Do you expect the vendor to document any processes, procedures, or work instructions as part of the project or will that be handled with internal project resources?

That would be defined in individual task orders.

1. Do you have required SLAs, Types, Priorities, etc. already defined? If yes, can you describe them or provide examples?

This would be answered in a task order engagement

1. From a level of engagement perspective for your ServiceNow technical team, would you rather leverage a or b below?
2. An implementation where all the configuration is done by the vendor and then the vendor documents what was done and provides a formal handoff to the client ServiceNow admin team so that they can support in the future post go-live.
3. An implementation where your ServiceNow admin resources are actively involved in the ServiceNow project configuration working with the vendor implementation team to provide direction and coaching, and auditing of their work. This typically required at least 75% of a ServiceNow Admin resource during the implementation timeline but provides on the job training and experience.

We are looking for option b, but there may be cases where option a is used due to demand.

1. Often times monitoring system(s) can be setup to send alerts to ServiceNow and incidents can be opened. Is this required in the scope of the initial implementation that we are pricing? If yes, which monitoring tools and how will alerts be provided from these new monitoring tools? (Email Notifications, Web Services Integration).

See question 1. We are not asking for pricing on project scope.

1. Some in scope areas such as Discovery, Performance Analytics, Continuous Improvement, etc. require either ITSM Professional Suite licensing or additional ITOM licensing. Do you require any licensing pricing as part of this response?

No, we are handling the licensing and already have ITSM profession and ITOM licensed.

1. Do you expect the implementation partner to provide the instructor led training to customer service fulfillers (People using the system daily) or do you have a training department that would create these? Do you expect the implementation partner to provide custom training materials or do you have a training department that would create these?

There are cases where we may need help with training. If you offer the service include it in your response. The scope would be in a specific task order.

1. Do you have a need for the implementation partner to provide custom recorded training of the content broken into smaller 5–10-minute segments for training future employees that move into customer service roles?

There are cases where we may need help with training. If you offer the service include it in your response. The scope would be in a specific task order.

1. Do you expect the vendor to assess and recommend organizational change strategies? Do you expect the vendor to implement the organizational change strategies or will that be done by your internal resources? When would your resources be ready and available to start this initiative? Do you have a certain target date that this initiative must be implemented by?

Generally, OCM changes are handled internally. If you offer OCM services, include those in your proposal. Task orders will be defined and executed as the roadmap dictates. Implementation is ongoing and continual.

1. Is El Paso County planning to deploy ServiceNow for internal IT related service management?

Yes.

1. How about 311 service management for constituents and visitors?

It’s not on a roadmap but may be considered for future work.

1. How is Change Management done today?

Standard, normal, and emergency changes in ServiceNow

1. What are your Dashboards & Reporting / Performance Analytics (PA) requirements? -How many dashboards and intended viewers of different dashboards? (i.e., executive dashboard, agent dashboard, reports to be visible to the end user in the portal?)

This would be answered in a task order engagement

1. Is all build work required to be onshore or can offshore resources be used to reduce implementation costs?

On-shore, off-shore and near shore are all under consideration. List the rates for each type of resources.

1. Where are the Configuration Items (CIs)? •How Many Data Centers are in scope and if possible, what is total number of endpoints in each? •How many cloud vendors from the following: AWS, Azure, Google, IBM, or VMWare, require Discovery?

This would be answered in a task order engagement.

1. How many locations\offices are in scope for Discovery and is possible please list the estimated number of endpoints at each site?

This would be answered in a task order engagement.

1. What are the total counts for the endpoints and OS types of endpoints to be discovered?

This would be answered in a task order engagement.

1. What type of Network devices are on in scope for Discovery?

This would be answered in a task order engagement.

1. What type of Web and Databases are in the environment?

This would be answered in a task order engagement.

1. What type of SAN \ NAS storage devices are in the environment, please provide the exact model for each device type?

This would be answered in a task order engagement.

1. Are there any DMZ’s in the environment that require discovery?

This would be answered in a task order engagement.

1. Are there third-party integrations with tools such as SolarWinds, Tanium, Tenable, Splunk, or other monitoring tools?

This would be answered in a task order engagement.

1. Please list any additional endpoints in scope for Discovery that are not defined.

This would be answered in a task order engagement.

1. How are you tracking End-User Computing Devices today?

This would be answered in a task order engagement.

1. Are third party integrations required for endpoint management tools such as (Microsoft SCCM or JAMF)?

SCCM is on the roadmap, maybe other monitoring tools, but that would be defined in a specific task order engagement.

1. Please describe the Asset Lifecycle process from procurement to disposal. Is there a defined Asset disposal process?

This would be answered in a task order engagement.

1. Please describe your Request to Fulfillment process. For example, in ServiceNow the end-user typically requests Assets like computers, consumables, peripherals, etc. from the self-service catalog. When that request is triggered, there is typically an approval workflow for high value assets like computers. At the end of the fulfillment process, the end-user receives the Asset, and their user record is updated to reflect the users assigned IT Assets.

This would be answered in a task order engagement.

1. Do all asset requests begin in the catalog? How many catalog items do you currently have in your catalog?

This would be answered in a task order engagement.

1. Will you be integrating with a procurement system? \*Procurement can also be handled in ServiceNow

This would be answered in a task order engagement.

**END OF ADDENDUM NUMBER ONE**

All other terms and conditions of the original RFP shall remain unchanged, and the subsequent proposals received as a result of this solicitation shall be opened and evaluated in accordance with those terms and conditions.

Please sign the addendum signature page and return it with your proposal. Failure to acknowledge this addendum in writing may be cause for rejection of your proposal.

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|  | **JoAnne Stone**  **JoAnne Stone, CPPB**  **Contracts Procurement Assistant Manager** |