Addendum No. 1
ServiceNow Professional Services
K22-0089-29

5/17/2022

The purpose of this addendum is to amend and clarify certain portions of the above-referenced solicitation with all prospective bidders/offerors.

<u>Questions:</u>

Q1.   Can you please provide the incumbent vendor's name?
A1.   There is no incumbent.

Q2.   What is the anticipated start date?
A2.   Refer to the Key Information Summary Sheet of the RFP.

Q3.   What is the estimated budget for this solicitation?
A3.   The Judiciary does not share budgetary information.

Q4.   Are you seeking local vendors or are you equally open to awarding an out of state vendor?
A4.   There is no preference.

Q5.   What service challenges are you experiencing with the current contract arrangement?
A5.   Refer to Q1 of this addendum.

Q6.   What is the anticipated contract award date?
A6.   Refer to the Key Information Summary Sheet of the RFP.

Q7.   Per page 8, Section R4. For this project the AOC is requiring that VPN be used to access the ServiceNow instance? If so, is this provided by the AOC or is this the responsibility of the awarded offeror?
A7.   VPN is not required to access ServiceNow.

Q8.   Page 9, section S.4, Are the background checks required for foreign workers or is this contact limited to only US based employees?
A8.   As the work is anticipated to be fully remote, background checks are not required. Should any on-site work be necessary, the applicable personnel may be subject to a background check at that time.

Q9.   If foreign workers are acceptable, from what jurisdictions are background checks acceptable?
A9.   Please refer to Q8 of this addendum.

Q10.   Page 22, Section D.1.a.2, Under what circumstances would the AOC anticipate requesting onsite resources? Can you provide examples?
A10.   There is no reason a resource will need to be onsite, other than an emergency as an example.

Q11.   Do you currently have ServiceNow deployed at the AOC?
A11.   Yes.

Q12.   How does the AOC currently purchase ServiceNow licenses?
A12.   Purchase Order Request for Proposals (PORFP). This is not relevant to this RFP.

Q13.   Do you have restrictions on the location of resources?
A13.   No, the resource is not required to be onsite.

Q14. What modules do you use to deployed?
A14. ITSM, ITBM, and ITOM,CSM.

Q15. How many licenses do you currently have?
A15 Approximately 300 ITSM.

Q16. Is subcontracting offshore acceptable to reduce costs?
A16. Yes, if they can meet the requirements of Section III.E.1.a. of the RFP.

Q17. Can you give specific examples of projects, processes or work you need implemented using ServiceNow?
A17. Refer to Section III of the RFP.

Q18. Regarding delivery of the proposal package, can we assume that once the package reaches your offices, that it will be delivered in a timely manner to the Procurement Officer, or do we need to build another day to ensure timely internal delivery?
A18. We use the date the proposal is delivered to our physical location. USPS is normally delayed by a day. All other carriers are delivered directly.

Q19. Attachment E asks for onsite as well as remote cost estimates. Do you want us to provide both?
A19. Yes. While the AOC does not anticipate using any onsite hours, a cost basis for onsite hours is requested if the need were to arise.

Q20. Have there been any addendums published yet?
A20. No.

Q21. Are digital signatures acceptable in lieu of wet signatures?
A21. Yes.

Q22. Are you looking for the PM (or others) to facilitate in the remaining business requirements gathering?
A22. No.

Q23. Are we required to submit a hard copy and an electronic version?
A23. Yes.

Q24. Have you already defined requirements for these projects?
A24. No. This contract will not have developers needing requirements.

Q25. How far into the procurement process will you release an addendum?
A25. Refer to Section I.F of the RFP.

Q26. Do you have SNOW admins in-house?
A26. Yes, one (1).

Q27. Is employee experiences HRSD on roadmap as well?
A27. No.

Q28. Why is there a minimum ServiceNow partner level when you stated the requirements are for the past performances of the actual resource?
A28. The minimum ServiceNow partner level is based on Elite & Global Elite partners specializing in five or more ServiceNow products across the IT, Employee Experience and Customer Service workflows.

Q29. Can a prime that's not a ServiceNow partner use their sub for their Elite or Global ServiceNow partnership?
A29. No, the Prime must be a Global or Elite partner.

Q30.   As far as the experience requirement, do we have to show the experience from the third party who will be doing the actual work or from the Offeror?
A30.   Refer to Section IV.g. and Section IV.j. of the RFP.

Q31.   Do you have existing tools supporting or processes documented for in scope areas?
A31.   There are multiple tools outside of ServiceNow that are being integrated into ServiceNow and integrating additional tools. The AOC has documentation on all processes.

Q32.   What is the current software for payroll processing used by the AOC?
A32.   Does not apply to ServiceNow.

Q33.   How many hours does the AOC think they can have on vs. offshore?
A33.   3,000 hours is anticipated. We would prefer a split 1500, but the offshore team would always need to be available during our core business hours 8:30am EST to 5:30pm EST.

Q34.   Are there any priorities or expected order for the SN modules/features in Scope III?
A34.   Yes, will be shared with the awarded Offeror.

Q35.   Is the AOC currently running ServiceNow on a FedRAMP data center or in a standard commercial instance?
A35.   FedRAMP.

Q36.   Can you give any business use cases for the use of ITSM or other ServiceNow projects?
A36.   Working on CSM module for better customer service experience, deploying CMBD, and other asset management projects and other interfaces with partners outside of the Judiciary.

Q37.   Regarding the Statement "Any Software as a Service (SaaS), Infrastructure as a Service (IaaS), or Platform as a Service (PaaS) used to meet the requirements of this solicitation shall be AICPA Service Organization Control (SOC) 2 compliant, or equivalent (e.g., ISO 2700/2 Certification, Verified PCI DSS, FedRAMP", does this apply to this RFP? Do your current instances meet these requirements?
A37.   Yes, our instances currently meet the requirements. The requirements do not apply to this RFP as Offerors are not supplying any SaaS, IaaS, or PaaS.

Q38.   Can you provide the solicitation number for the SNOW licenses?
A38.   This is not relevant to this RFP.

Q39.   What is the contracting process with the AOC? Can we contract directly, or do we need to work through a specific contract vehicle?
A39.   Please review the entire RFP for details regarding the contracting process. The RFP is a standalone procurement, and is not secondary competition, or "riding" and existing contract.

Q40.   Is the AOC open to a fixed monthly fee model to allow INRY to ensure resource continuity and avoid costly ramp-up for inbound requests hitting pool resources?
A40.   No. Pricing shall be provided as stated in Section IV.D of the RFP.

Q41.   How will AOC provide requirements inputs for new projects?
A41.   We will provide requirements/design documents for the specific projects.

Q42.   Would you happen to have a requirements sample that you can share?
A42.   No.

Q43.   How are acceptance criteria defined for each project?
A43.   We will provide the requirements/design documents for the specific project.

Q44. How many concurrent workstreams do you envision at most?
A44. No more than five (5) workstreams, but if the projects are smaller then we could use additional workstreams.

Q45. Can the Cyber Liability & Data Breach Insurance be met at contract award and not a proposal submission?
A45. Please refer to Section IV.i.(1)-(2). of the RFP.

Q46. Although MBEs are encouraged to respond to the solicitation as prime contractors, will preference be given if they respond as prime?
A46. No.

Q47. Can near shore resources support the contract if they are available during normal business hours?
A47. Please refer to Q16 of this addendum.

Q48. If we don't have a resource for a specific qualification at the time of bid, will you allow us to bring the resources onboard post-award to be considered for approval by the Procurement Officer?
A48. No.

Q49. Are we expected to bid on the hours?
A49. Pricing shall be provided as stated in Section IV.D of the RFP.

Q50. Are LCATs and their associated rates the only information required, or must we submit a rate justification?
A50. Pricing shall be provided as stated in Section IV.D of the RFP.

All addenda will be incorporated into the final contract documents and will be binding on all bidders/offerors responding to this solicitation. Each bidder/offeror submitting a bid/proposal must acknowledge receipt of all addenda by completing and forwarding Attachment H (included in bid/proposal package) with the bid/proposal response; failure to acknowledge addenda may result in the bid/proposal rejection.

If you have any questions regarding this addendum, please contact me at (410) 260-3591 or email me at valerie.l.mitchell@mdcourts.gov

Valerie L. Mitchell
Procurement Officer