



UNIVERSITY OF SOUTH CAROLINA

AMENDMENT NO. 3 TO SOLICITATION

TO: ALL VENDORS
FROM: Charles Johnson, Procurement Manager
SUBJECT: SOLICITATION NUMBER: USC-FPB-2998-CJ
DESCRIPTION: ServiceNow Professional Services

DATE: July 19, 2016

This Amendment No. 3 modifies the Fixed Price Bid only in the manner and to the extent as stated herein.

Sub-Item No. 2 of Item A. Qualifications and Experience of the Bid Contents clause in Section IV. Information For Offerors To Submit of the solicitation has been revised/modified.

An additional ServiceNow professional service tool has been added to Section III. Scope of Work / Specifications of the solicitation.

Section V. Qualifications of the solicitation has been revised/modified.

Section VIII. Bidding Schedule / Price-Business Proposal of the solicitation has been revised/modified.

THE DEADLINE FOR RECEIPT OF BIDS (BID OPENING) HAS BEEN EXTENDED TO JULY 25, 2016 AT 11:00 AM. THE AWARD POSTING DATE HAS BEEN CHANGED TO JULY 29, 2016.

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO. 3 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.

Authorized Signature

Name of Offeror

Date

SUB-ITEM NO. 2 OF ITEM A. QUALIFICATIONS AND EXPERIENCE OF THE BID CONTENTS CLAUSE IN SECTION IV. INFORMATION FOR OFFERORS TO SUBMIT OF THE SOLICITATION HAS BEEN REVISED/MODIFIED AND NOW READS AS FOLLOWS:

1. Provide a brief history of the Bidder's qualifications and experience in providing ServiceNow implementation and development assistance or resources over the last three (3) years. Please highlight ServiceNow support of release Fuji and higher. Include experience history in supporting higher education institutions. Please describe ServiceNow partner tier level (i.e. Master, Preferred, Authorized, Select, Affiliate) in your response.
2. The Bidder's firm must demonstrate three (3) years of experience supporting ServiceNow platform design and implementation with at least one (1) instance of support provided in the Higher Education environment.

THE FOLLOWING SERVICENOW PROFESSIONAL SERVICE HAS BEEN ADDED TO SECTION III. SCOPE OF WORK / SPECIFICATIONS OF THE SOLICITATION:

Process Design/Requirement Gathering Application Services Tool

The contractor's process design/requirements gathering tool will fulfill the following requirements.

- ITIL Process accelerators
- Capture all elements of process
- Process automation
- Organization by workspace
- Access control, Role-based access
- Process guides
- Flow diagrams, RACI charts and mind maps
- Create detailed technical documents
- Reports and dashboards
- Process maturity and capability
- Process governance and controls
- Process training

SECTION V. QUALIFICATIONS OF THE SOLICITATION HAS BEEN REVISED/MODIFIED AND NOW READS AS FOLLOWS:

V. Qualifications

QUALIFICATION OF OFFEROR (MAR 2015): (1) To be eligible for award, you must have the capability in all respects to perform fully the contract requirements and the integrity and reliability which will assure good faith performance. We may also consider a documented commitment from a satisfactory source that will provide you with a capability. We may consider information from any source at any time prior to award. We may elect to consider (i) key personnel, any predecessor business, and any key personnel of any predecessor business, including any facts arising prior to the date a business was established, and/or (ii) any subcontractor you identify. (2) You must promptly furnish satisfactory evidence of responsibility upon request. Unreasonable failure to supply requested information is grounds for rejection. (3) **Corporate subsidiaries are cautioned that the financial capability of an affiliated or parent company will not be considered in determining financial capability**; however, we may elect to consider any security, e.g., letter of credit, performance bond, parent-company corporate guaranty, that you offer to provide Instructions and forms to help assure acceptability are posted on procurement.sc.gov, link to "Standard Clauses & Provisions." [05-5005-2]

NOTE: The University reserves the right to contact Offeror's references.

All contractors must be able to provide candidates for categories they are awarded. Failing to provide a candidate more than twice in a year may be grounds for removal from the contract. If a contractor is unable to provide a candidate because their candidates are already performing work on this contract, the **University** may use its discretion to evaluate failure to provide a candidate.

The following represents the contractor qualifications required by resources provided in support of Section III. Scope of Work / Specifications. Qualifications and references of individual resources will be reviewed concurrent with each specific scope of work.

Please note in your bid response which positions you are applying for. For each position applied for, provide a detailed response of how you meet or exceed the qualification requirements listed for that position.

Program Manager Services

Contractor Qualifications:

- Contractor must have completed ServiceNow Foundations eLearning course.
- Contractor must have participated on at least three (3) previous ServiceNow implementations.
- Ability to coordinate and facilitate multiple project teams in the development of overall strategy and plans for implementing ServiceNow modules
- Ability to provide leadership and organizational change coaching sessions with project team leaders and others when needed.

- Demonstrated ability to work directly with customers and vendors to understand and resolve conflicting project goals and/or issues
- Demonstrated experience facilitating formal review sessions with executive stakeholders in the direction and progress of the ServiceNow implementation

Project Management Services

Contractor Qualifications:

- Contractor must have completed ServiceNow Foundations eLearning course.
- Contractor must have led at least three (3) previous ServiceNow implementations.
- Contractor must have a minimum of 6 years of project management experience.
- Contractor must be a certified project manager (PMP).
- Demonstrated experience creating a detailed dependency-driven schedule of the tasks required to implement ServiceNow.
- Demonstrated experience creating and/or working with methodologies to provide early warning when critical path project tasks may be in jeopardy.
- Demonstrated experience supporting formal review sessions with executive stakeholders when determined to be necessary by the project leadership team.
- Leadership skills include:
 - Highly organized, detail-oriented, and an inherent ability to multi-task
 - Team leader and consensus builder
 - Excellent communicator
 - Ability to rapidly identify and resolve issues

Technical Business Analyst Services

Contractor Qualifications:

- Contractor must have completed ServiceNow Foundations eLearning course.
- Strong technical foundation and knowledge of the ServiceNow platform
- Contractor must have participated on at least three (3) previous ServiceNow implementations.
- Contractor must have a minimum of 3 years of experience in ServiceNow with at least 3 years in leading a functional team.
- Contractor must have experience in documenting business processes, leading requirements gathering / design sessions and building a configured instance.
- Contractor must have ability to create detailed process flows using Visio or similar tools.
- Contractor must have ability to interact with a diverse stakeholder population.
- Contractor must have excellent listening skills and excellent oral and written communication skills.
- Contractor must have ability to work directly with customers and vendors to understand and resolve functional or technical issues or concerns.
- Contractor must be experienced in building and implementing ServiceNow security policies.
- Contractor must have previously mentored and trained customer ServiceNow functional teams.

- Contractor must have previously participated in developing use cases, test scenarios, and test scripts
- Contractor must have previously created training materials for ServiceNow modules.

ServiceNow Platform Architect Services

Contractor Qualifications:

- Contractor must be a certified ServiceNow Developer, System and Advanced System Administrator.
- Contractor must have experience with multiple ServiceNow versions.
- Contractor must have 3 years of experience with custom application creation within ServiceNow using scripting technologies.
- Contractor must be proficient in web technologies including JavaScript, Web Services, HTML, CSS, Jelly, etc.
- Contractor must have experience with database design schemas and data modeling.
- Contractor must have extensive requirements-gathering experience.
- Contractor must have 3 years of experience with middleware and discovery technologies.
- Contractor must have 3 years of experience with enterprise security, architecture and IT service management.

ServiceNow Administrator Services

Contractor Qualifications:

- Contractor must be a certified ServiceNow System and Advanced System Administrator.
- Contractor should have advanced experience with the following:
 - List/Form/Navigation Pane Updates
 - Catalog Item Development
 - Workflow Creation
 - Configuration Review
 - Instance Patch Management
 - Table and Field Creation
- Contractor must have participated on at least 3 Service implementations.
- Contractor must have experience with multiple ServiceNow versions.
- Contractor must have 3 years of experience with enterprise IT service management.
- Contractor must have 3 years of experience with list/form/navigation pane updates, catalog item development, workflow creation, configuration review, instance patch management and table/field creation.

Senior Technical Consultant Services

Contractor Qualifications:

- Contractor must be a certified ServiceNow Developer, System and Advanced System Administrator.
- Contractor must have participated on at least 3 Service implementations.
- Contractor must have experience with multiple ServiceNow versions.

- Contractor must have 3 years of experience with custom application creation within ServiceNow using scripting technologies.
- Contractor must be proficient in web technologies including JavaScript, Web Services, HTML, CSS, Jelly, etc.
- Contractor must be proficient in integration technologies include REST, SOAP, JDBC
- Contractor must have extensive experience developing and deploying ServiceNow Content Management System
- Contractor must have experience with database design schemas and data modeling.
- Contractor must have extensive requirements-gathering experience.

Technical Consultant Services

Contractor Qualifications:

- Contractor must be a certified ServiceNow System Administrator.
- Contractor must have participated on at least 3 Service implementations.
- Contractor must have experience with multiple ServiceNow versions.
- Contractor must have 3 years of experience with custom application creation within ServiceNow using scripting technologies.
- Contractor must be proficient in web technologies including JavaScript, Web Services, HTML, CSS, Jelly, etc.
- Contractor must have experience with ServiceNow Content Management System
- Contractor must have experience with database design schemas and data modeling.
- Contractor must have extensive requirements-gathering experience.

Quality Assurance Engineer Services

Contractor Qualifications:

- Contractor must be a certified ServiceNow System Administrator.
- Contractor must have completed ServiceNow Foundations eLearning course.
- Contractor must have participated on at least 3 Service implementations.
- Contractor must have 3 years of experience with enterprise IT service management.
- Contractor must have knowledge of software quality assurance methodologies, tools and processes.
- Contractor must have strong communication skills that include the ability to write clearly and concisely.
- Contractor must have strong knowledge of the ServiceNow platform and application navigation.
- Contractor must have experience creating detailed, comprehensive and well-structured test plans and test cases.
- Contractor must have experience regression testing.

Training Consultant

Contractor Qualifications:

- Contractor must have completed ServiceNow Foundations eLearning course.

- Contractor must have provided training to higher education customers of similar size and complexity.
- Contractor must have experience providing ServiceNow training to higher education customers.
- Contractor should provide on-site private training.
- Contractor should provide environment, courseware and all materials.

Senior Service Management Consultant Services

Contractor Qualifications:

- Contractor must have completed ServiceNow Foundations eLearning course.
- Contractor must be ITIL v3 Foundations, Intermediate and Expert certified
- Contractor must have experience with ServiceNow
- Contractor must have 3 years of experience in the below areas:
 - IT service management strategy
 - Process analysis, build and implementation
 - Change management skills to secure build of identified capabilities as well as implementation of identified processes/process change

Service Management Consultant Services

Contractor Qualifications:

- Contractor must have completed ServiceNow Foundations eLearning course.
- Contractor must be ITIL v3 Foundations certified
- Contractor must have experience with ServiceNow
- Contractor must have 3 years of experience in the below areas:
 - Process analysis, build and implementation
 - Change management skills to secure build of identified capabilities as well as implementation of identified processes/process change

Process Design/Requirement Gathering Application Services Tool

Contractor Qualifications:

- Contractor must have provided services to at least three (3) ServiceNow customers of similar size and complexity.
- Contractor should provide environment, courseware, instruction and all materials.

SUBCONTRACTOR – IDENTIFICATION (FEB 2015): If you intend to subcontract, at any tier level, with another business for any portion of the work and that portion either (1) exceeds 10% of your cost, (2) involves access to any “government information,” as defined in the clause entitled “Information Security - Definitions,” if included, or (3) otherwise involves services critical to your performance of the work (err on the side of inclusion), your offer must identify that business and the work which they are to perform. Identify potential subcontractors by providing the business name, address, phone, taxpayer identification number, and point of

contact. In determining your responsibility, the state may contact and evaluate your proposed subcontractors. [05-5030-2]

SECTION VIII. BIDDING SCHEDULE / PRICE-BUSINESS PROPOSAL OF THE SOLICITATION HAS BEEN REVISED/MODIFIED AND NOW READS AS FOLLOWS:

VIII. BIDDING SCHEDULE / PRICE-BUSINESS PROPOSAL

BIDDING SCHEDULE (July 2016)

By responding to this solicitation all bidders agree not to charge a higher hourly rate than identified on each item found on the bidding schedule below. Also bidders are encouraged to provide the State the most competitive hourly rate for the services identified herein

Bidder is to provide the hourly rate(s) to be charged to the University for performing the services described in Section III – Scope of Work / Specifications of the solicitation. Note that hourly rates should be provided for each position, as appropriate. Hourly Labor & Travel Rate represents an all-inclusive hourly rate for labor and travel and related expenses. This represents the maximum rate that would be billed for performance of services. Bidder is to complete and return the following cost schedule with its bid. Bidder is not required to provide a rate for every position; however, you will only have potential for award of those positions for which you have provided a rate:

Item No.	Item Description	Quantity	Unit of Measure	Unit Price	Extended Price
1	<p>Item Description: Program Manager</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Program Manager on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc...) to perform work pursuant to this contract. Please enter an hourly rate of \$275 or less. Bids over \$275 will be rejected.</p>	1.000	Hours		
2	<p>Item Description: Remote Program Manager</p>	1.000	Hours		

	<p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Remote Program Manager Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. Please enter an hourly rate of \$245 or less. Bids over \$245 will be rejected.</p>				
3	<p>Item Description: Project Manager</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Project Manager on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc...) to perform work pursuant to this contract. Please enter an hourly rate of \$190 or less. Bids over \$190 will be rejected.</p>	1.000	Hours		
4	<p>Item Description: Remote Project Manager</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Remote Project Manager Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. Please enter an hourly rate of \$170 or less. Bids over \$170 will be rejected.</p>	1.000	Hours		
5	<p>Item Description: Technical Business Analyst</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Technical Business Analyst on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc...) to perform work pursuant to this contract. Please enter an hourly rate of \$165 or less. Bids over \$165 will be rejected.</p>	1.000	Hours		
6	<p>Item Description: Remote Technical Business Analyst</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Remote Technical Business Analyst Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. Please enter an hourly rate of \$150 or less. Bids over \$150 will be rejected.</p>	1.000	Hours		
7	<p>Item Description: ServiceNow Platform Architect</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: ServiceNow Platform Architect on site Hourly Rate per laborer that is all inclusive of costs (travel,</p>	1.000	Hours		

	meals, lodging, equipment, tools, all expenses, etc...) to perform work pursuant to this contract. Please enter an hourly rate of \$345 or less. Bids over \$345 will be rejected.				
8	<p>Item Description: Remote ServiceNow Platform Architect</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Remote ServiceNow Platform Architect Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. Please enter an hourly rate of \$305 or less. Bids over \$305 will be rejected.</p>	1.000	Hours		
9	<p>Item Description: ServiceNow Administrator</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: ServiceNow Administrator on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc...) to perform work pursuant to this contract. Please enter an hourly rate of \$280 or less. Bids over \$280 will be rejected.</p>	1.000	Hours		
10	<p>Item Description: Remote ServiceNow Administrator</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Remote ServiceNow Administrator Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. Please enter an hourly rate of \$250 or less. Bids over \$250 will be rejected.</p>	1.000	Hours		
11	<p>Item Description: Senior Technical Consultant</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Senior Technical Consultant on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc...) to perform work pursuant to this contract. Please enter an hourly rate of \$260 or less. Bids over \$260 will be rejected.</p>	1.000	Hours		
12	<p>Item Description: Remote Senior Technical Consultant</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Remote Senior Technical Consultant Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. Please enter an hourly rate of \$230 or less. Bids over \$230 will be rejected.</p>	1.000	Hours		
13	<p>Item Description: Technical Consultant</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Technical Consultant on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging,</p>	1.000	Hours		

	equipment, tools, all expenses, etc...) to perform work pursuant to this contract. Please enter an hourly rate of \$210 or less. Bids over \$210 will be rejected.				
14	<p>Item Description: Remote Technical Consultant</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Remote Technical Consultant Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. Please enter an hourly rate of \$185 or less. Bids over \$185 will be rejected.</p>	1.000	Hours		
15	<p>Item Description: Quality Assurance Engineer</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Quality Assurance Engineer on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc...) to perform work pursuant to this contract. Please enter an hourly rate of \$180 or less. Bids over \$180 will be rejected.</p>	1.000	Hours		
16	<p>Item Description: Remote Quality Assurance Engineer</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Remote Quality Assurance Engineer Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. Please enter an hourly rate of \$160 or less. Bids over \$160 will be rejected.</p>	1.000	Hours		
17	<p>Item Description: Training Consultant</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Training Consultant on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc...) to perform work pursuant to this contract. Please enter an hourly rate of \$240 or less. Bids over \$240 will be rejected.</p>	1.000	Hours		
18	<p>Item Description: Remote Training Consultant</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Remote Training Consultant Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. Please enter an hourly rate of \$200 or less. Bids over \$200 will be rejected.</p>	1.000	Hours		
19	<p>Item Description: Senior Service Management Consultant</p> <p>Product Catg.: 91830 - Computer Network Consulting</p> <p>Tendering Text: Senior Service Management Consultant on site Hourly Rate per laborer that is all inclusive of costs (travel,</p>	1.000	Hours		

	meals, lodging, equipment, tools, all expenses, etc...) to perform work pursuant to this contract. Please enter an hourly rate of \$285 or less. Bids over \$285 will be rejected.				
20	Item Description: Remote Senior Service Management Consultant Product Catg.: 91830 - Computer Network Consulting Tendering Text: Remote Senior Service Management Consultant Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. Please enter an hourly rate of \$265 or less. Bids over \$265 will be rejected.	1.000	Hours		
21	Item Description: Service Management Consultant Product Catg.: 91830 - Computer Network Consulting Tendering Text: Service Management Consultant on site Hourly Rate per laborer that is all inclusive of costs (travel, meals, lodging, equipment, tools, all expenses, etc...) to perform work pursuant to this contract. Please enter an hourly rate of \$245 or less. Bids over \$245 will be rejected.	1.000	Hours		
22	Item Description: Remote Service Management Consultant Product Catg.: 91830 - Computer Network Consulting Tendering Text: Remote Service Management Consultant Hourly Rate per laborer that is all inclusive of costs to perform work pursuant to this contract. Please enter an hourly rate of \$225 or less. Bids over \$225 will be rejected.	1.000	Hours		
23	Item Description: Process Design/Requirement Gathering Application Services Tool Product Catg.: 91830 - Computer Network Consulting Tendering Text: Rate \$15,000. Please enter rate of \$15,000 or less. Bids over \$15,000 will be rejected.	1.000	Each		

ITEM NUMBERS FOR THE FOLLOWING PREFERENCES REQUESTED: _____

Resident Contractor Preference _____

Resident Sub-Contractor Preference (2%) _____ Number of Sub-Contractors _____

Resident Sub-Contractor Preference (4%) _____ Number of Sub-Contractors _____

Note: The service preferences do not apply to a bid for an item of work by the bidder if the annual price of the bidder's work exceeds \$50,000 or the total potential price of the bidder's work exceeds \$500,000. [11-35-1524(E)(3)]

Please refer to the preference clauses listed in the additional conditions of this solicitation to ensure that you qualify to select the above preferences.

Bidder is to submit the following for preferences requested above:

- 1) Identify the subcontractor to perform the work:**
- 2) Identify the work the subcontractor is to perform:**
- 3) Bidder's factual basis for concluding that the subcontractor's work constitutes the required percentage of the work to be performed in the procurement.**