



## CITY OF ATLANTA

Kasim Reed  
Mayor

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ATLANTA, GA 30303  
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Internet Home Page: [www.atlantaga.gov](http://www.atlantaga.gov)

DEPARTMENT OF PROCUREMENT  
Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP,  
CIPC, CISCC, CIGPM, CPPC  
Chief Procurement Officer  
[asmith@atlantaga.gov](mailto:asmith@atlantaga.gov)

March 17, 2016

Dear Potential Bidders:

**Re: FC-8590, IT Service Management Project**

Attached is one (1) copy of **Addendum Number 2**, which is hereby made a part of the above-referenced project.

For additional information, please contact Mr. Clinton L. Johnson, Contracting Officer, at (404) 330-6099 or by email at [cljohnson@atlantaga.gov](mailto:cljohnson@atlantaga.gov).

Sincerely,

Adam L. Smith

ALS/clj

**ADDENDUM NO.2**

This Addendum No. 2 forms a part of the Invitation to Bid and modifies the original solicitation package and any prior Addenda as noted below and is issued to incorporate the following:

1. **Revision of Section 1: Part 1: Information and Instructions to Bidders:**  
Minimum Qualifications are hereby removed and replaced with modified Minimum Qualifications as Attachment No. 1 dated 3/16/16.
2. **Revision of Part 2, Exhibit E, Titled: Scope of Services:**  
Minimum Qualifications are hereby removed and replaced with modified Minimum Qualifications as Attachment No. 2 dated 3/16/16.

The Bid due date HAS not been modified. Bids are due on Wednesday, April 6, 2016 and should be time stamped in no later than 2:00 p.m. EDT and delivered to the address listed below:

Adam L. Smith, Esq., CPPO, CPPB, CPPM, CPP,  
CIPC, CISCC, CIGPM, CPPC  
Chief Procurement Officer  
Department of Procurement  
55 Trinity Avenue, S. W.  
City Hall South, Suite 1900  
Atlanta, Georgia 30303

**\*\*All other pertinent information is to remain unchanged\*\***

**FC-8590, IT Service Management Project**

**Addendum No. 2**

**March 17, 2016**

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**Acknowledgment of Addendum No. 2**

Bidders must sign below and return this form with their bid to the Department of Procurement, 55 Trinity Avenue, City Hall South, Suite 1900, Atlanta, Georgia 30303 as acknowledgment of receipt of this Addendum.

This is to acknowledge receipt of **FC-8590, IT Service Management Project on behalf of the Department of Atlanta Information Management** on this the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Legal Company Name of Bidder

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

# FC-8590, IT Service Management Project

## Minimum Qualifications

(Refer to Solicitation Document Part: 1: Section 1: Information and Instructions to Bidders)

1. The Prime Consultant must list the number of employees in its organization and the number allocated to perform the service you are to bid. The Prime Consultant must also provide the resume of key personnel to be assigned to this bid.
2. The Prime Consultant must be able to demonstrate a minimum of five (5) years of experience in design, implementation, and commissioning of a comparable ITSM system as a ServiceNow® Partner. The Prime Consultant must provide a minimum of three (3) resumes supporting the projects handled.
3. The Prime Consultant must demonstrate three (3) successful implementations of the ITSM systems in a public environment of comparable size and complexity as a ServiceNow® Partner. The Prime Consultant must provide the following details on each installation: project proposed and actual durations, proposed and actual budgets, project description, staff levels, and references (name/phone or email address).
4. The Prime Consultant must have on staff a lead installer that is certified in implementation of the selected ITSM solution. Consultant must provide such certifications and accreditations of the lead implementation expert. The installer(s) each must have at least 5 years of ServiceNow® experience with 3 years of ServiceNow® scripting, with combined experience in all of the following areas: Incident, Request/Service Catalog, Problem, Change, Knowledge, Event, Release, Asset and CMDB.
5. The Prime Consultant must furnish evidence (number of employees by category, list of completed similar projects with contact names and references) satisfactory to the City that it or their proposed subcontractors who will install the ITSM solution have sufficient means to perform the work and at least five (5) years of experience in the type(s) of work described in this Exhibit G, Feature Requirements Document.
6. Each Prime Consultant must submit documentation demonstrating that Consultant is duly authorized to conduct business in the State of Georgia.

# FC-8590, IT Service Management Project

## Minimum Qualifications

(Refer to Solicitation Document Part: 2: Exhibit E: Scope of Services)

- a. The Prime Consultant must list the number of employees in its organization and the number allocated to perform the service you are to bid. The Prime Consultant must also provide the resume of key personnel to be assigned to this bid.
- b. The Prime Consultant must be able to demonstrate a minimum of five (5) years of experience in design, implementation, and commissioning of a comparable ITSM system as a ServiceNow® Partner. The Prime Consultant must provide a minimum of three (3) resumes supporting the projects handled.
- c. The Prime Consultant must demonstrate three (3) successful implementations of the ITSM systems in a public environment of comparable size and complexity as a ServiceNow® Partner. The Prime Consultant must provide the following details on each installation: project proposed and actual durations, proposed and actual budgets, project description, staff levels, and references (name/phone or email address).
- d. The Prime Consultant must have on staff a lead installer that is certified in implementation of the selected ITSM solution. Consultant must provide such certifications and accreditations of the lead implementation expert. The installer(s) each must have at least 5 years of ServiceNow® experience with 3 years of ServiceNow® scripting, with combined experience in all of the following areas: Incident, Request/Service Catalog, Problem, Change, Knowledge, Event, Release, Asset and CMDB.
- e. The Prime Consultant must furnish evidence (number of employees by category, list of completed similar projects with contact names and references) satisfactory to the City that it or their proposed subcontractors who will install the ITSM solution have sufficient means to perform the work and at least five (5) years of experience in the type(s) of work described in this Exhibit G, Feature Requirements Document.
- f. Each Prime Consultant must submit documentation demonstrating that Consultant is duly authorized to conduct business in the State of Georgia.