



CITY OF ATLANTA

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Mayor

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

June 3, 2016

Dear Potential Bidders:

Re: FC-8953, 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.

Sincerely,



Adam L. Smith

ALS/clj

ADDENDUM NO. 2

This Addendum No. 1 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. In Part 2, Exhibit E, Titled: Scope of Services, modifications were made to section 1.1, 1.3 and 1.5. Please replace Exhibit E: Scope of Services with Addendum No. 2 Attachment No.1 (see Addendum No. 2 – Attachment No. 1; and**
- 2. A total of One (1) Question and Answer (see Addendum No. 2 - Attachment No. 2).**

Addendum No. 2 for **FC-8953, IT Service Management Project on behalf of the Department of Atlanta Information Management** is available for pick-up in the Plan Room: City Hall, 55 Trinity Avenue, Suite 1900.

The bid due date has not been modified. Bids are due on Wednesday, June 8, 2016 and should be time stamped in no later than 2:00 p.m. EST 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****

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-8953, 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

Section 1.1 Purpose

A. Overview

The City of Atlanta is soliciting bids to establish a contract with an experienced ServiceNow partner to implement and roll out ServiceNow modules, provide ServiceNow training and consulting to City of Atlanta staff, and lead ServiceNow development, workflow, and integration efforts.

B. Background

The desired objective is to implement an Information Technology Service Management solution to replace existing and disparate systems (NUMARA & HEAT) as well as IT processes which does not satisfy the organization's business need in terms of IT service delivery. The City of Atlanta's "Atlanta Information Management Services" (AIM) group is seeking a medium to enhance our current service delivery processes based on Information Technology Infrastructure Library (ITIL) methodology "Best Practices". ITIL concepts support IT service provision in the planning of consistent, documented and repeatable processes that amplify customer experience and improve service delivery (best in class customer service).

Our current Service Desk is an important function within "AIM" and is the first and single point of contact for customers, focused on call management, communication and resolution of incidents/requests. Ultimately, focus on blending process, people and technology to deliver excellent customer satisfaction.

City of Atlanta has 8900 customers, 165 supported sites, 6336 PCs and Laptops, 6000 mobile devices supported by 43 full time service desk personnel. The Information Technology Service Management "ITSM" project is twofold – Emphasis on the Process/People Implementation and Solution "Technology" implementation.

C. Qualifications

1. Contractor must list the number of employees in your organization and the number allocated to perform the service you are to bid. Contractor must provide the resume of key personnel to be assigned to this bid.

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2. Contractor shall be able to demonstrate a minimum of three (3) years of experience in design, implementation, and commissioning of a comparable ITSM system as a ServiceNow Partner. Contractor must provide a resume of projects handled.
3. Contractor shall demonstrate three (3) successful implementations of the ITSM systems in a public environment of comparable size and complexity. Contractor 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 Contractor shall have on staff a lead installer that is certified in implementation of the selected ITSM solution. Contractor must provide such certifications and accreditations of the lead implementation expert. The contractor(s) each having at least three (3) years of ServiceNow experience with three (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. Contractor shall furnish evidence (number of employees by category, list of completed similar projects with contact names and references) satisfactory to the City that it or its proposed subcontractor who will install the ITSM solution have sufficient means to perform the work and at least three (3) years of experience in the type(s) of work described in this Exhibit A.
6. Each Contractor must submit documentation demonstrating that Contractor is duly authorized to conduct business in the State of Georgia.

D. Assumptions

1. The City will provide resources and available documentation of the current business processes within scope for this project.
2. The City expects the Bidder's delivery methodology to employ an Agile approach for rapid implementation to meet our project timelines.
3. The City expects the Bidder's delivery methodology to employ Stage Gates as an acceptance parameter for the delivery of projects.
4. The City expects the Bidder to use the standard practice of "Dev., Test, Stage, Production" to migrate code/configurations.
5. The City will provide most of our as-is processes and expects the successful Bidder to enhance our processes by using the modern process workflows in ServiceNow.
6. The City will provide project resources to team with the Bidder's professional resources for a successful project delivery.

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7. The City will provide workspace and connectivity for Bidder's project team resources while onsite and access to training rooms, meeting rooms or other facilities as dictated by engagement requirements.
8. The City will establish a city-wide training/adoption plan for end users across the enterprise.
9. Onsite visits will be defined during the kick-off workshops in the planning stage.
10. The City will review all professional service fees prior to contract start.
11. Travel expenses will be proposed for inclusion in a final SOW.
12. The City prefers all work to be performed locally at the City's facilities.
13. The City's outcome based schedule for payments is acceptable to the successful Bidder.

E. Scope

The Work shall include all labor, material, equipment and supervision required to implement the new ITSM solution. The Work will also include the work sessions, product training, and training deliverables to deploy and operate our new ITSM product. All Work should be performed in accordance to the requirements detailed within this document.

The Contractor shall complete the project within **240 calendar days** from project start after receiving a written Notice To Proceed from the City.

The Contractor shall complete the following within **fifteen (15) calendar days** after receiving the City's written approval of Contractor's plan detailed in Section 1.4 – Pre-Installation.

The Work includes:

1. Phase I Services Implementation consisting of reviews, workshops, configurations and training to complete the following ITSM applications:
 - I. Incident Management
 - II. Request Management/Service Catalog
 - III. Problem Management
 - IV. Change Management
 - V. Knowledge Management
2. Phase II Services Implementation consisting of reviews, workshops, and configurations and training to complete the following ITSM applications:
 - I. Event Management
 - II. Release Management
 - III. Asset Management

IV. Configuration Management

3. Close out documentation:

a. Contractor shall provide detailed Close Out submittals as listed below. Please refer to Section 1.7 - Close out, C - Deliverables for details.

1. Process Guides for each application
2. Configuration manual for each application
3. Training Guides for each application
4. Administration Guides for each application
5. Transition and Operations documents for the system

F. Desired Outcome

The desired outcome of this project is to have a properly configured and implemented ITSM system.

Section 1.2 Requirements

A. Overview

This section outlines the technical and general requirements of the project. The Contractor must ensure that all these requirements are met.

B. Technical Requirements

Minimum requirements for all products are listed below:

1. See Exhibit B. Features Requirements Document (FRD).

C. General Requirements

1. ITSM solution

The successful implementation of an ITSM technology will enable execution of the core integrated ITIL v3 ITSM processes currently defined over a two (2) phase implementation.

2. Product Standards

The implementation standards shall be in conformance to ServiceNow and ITIL accreditation compliances.

3. Quality Assurance

- a. Contractor shall follow all ITSM product best practices and configuration requirements on all equipment.
- b. Design work shall comply with all ITSM standards.
- c. Defect repair and remediation services
- d. Contractor shall provide 1 year labor warranty and any manufacturer warranty shall start after final system acceptance of the ITSM solution.

Section 1.3 Design

A. Overview

This section details the deliverables expected from each Contractor with their Bid package. The Contractor is expected to perform some design activities in order to accurately provide a cost and schedule to complete the desired scope detailed in this document.

B. Deliverables

1. The Contractor shall provide the following deliverables with their Bid package response.
 - a. Bid Form, found in Exhibit A.1 NO MODIFICATIONS TO THE BID FORM ARE PERMITTED.
 - b. Project Plan Schedule
 1. The schedule must be in Microsoft Project
 2. The schedule shall include the following activity listings:
 - a. Key Tasks
 - b. Activities
 - c. Resources
 - d. Critical Path Elements
 - e. Dependencies
 - f. Key Milestones
 - g. Activity number
 - h. Earliest start and finish dates
 - i. Latest start and finish dates
 - c. Qualification documents: Contractor shall provide all documents listed in Section 1.1(C) of this Exhibit.
 - d. Provide resumes of key personnel in delivery of this project and the relevant ITSM tool / process certifications in delivery of this ITSM solution.
 - e. Provide Quality Assurance / Quality Control Plan
 - f. Provide Implementation Methodology, Methodology Tools (if applicable) and approach to implement ITSM solution
 - g. Provide and describe Agile method, activities and roles to deliver project

- h. List contractor roles and responsibilities for each project resource to be provided for implementation
- i. Provide and describe City's roles and responsibilities required for project delivery
- j. Outline project communications and associated deliverables
- k. Provide training materials Bidder will create and delivery method for the training
- l. Provide data integrations necessary to implement solution
- m. Provide recommended data migration strategy
- n. Provide all project prerequisites (non-technical/technical) required for a successful engagement
- o. Identify all sub-contractor and/or partner resources to be used in ITSM solution implementation

Section 1.4 Pre-Installation

A. Overview

This section describes the requirements and documentation that the City requires in the Pre-Implementation phase of the project. The Pre-Implementation phase of the project is after the contract execution and prior to Installation.

B. General

- 1. Provide revised and update documents as identified in **Section 1.3 Design**
- 2. Provide project resource roles and names with project start date/end dates
- 3. Provide baselined schedule along with reporting requirements

C. Deliverables

- 1. Provide sample report-out formats
- 2. Provide Contact list for project resources

Section 1.5 Installation

A. Overview

This section details the activities that the Contractor shall complete during the Implementation phase of this project. The Installation phase will begin once the City has approved the Contractor's pre-installation deliverables.

B. General

Completion of all detailed requirements as specified in the Features Requirements Document.

Phase I

1. Implement Incident Management per the following scope:
 - a. Facilitate and document Process/Architecture Workshops
 - b. Configure application per agreed-to processes
 - c. Perform Process User Training
 - d. Perform Administrative Training
2. Implement Request Management/Service Catalog:
 - a. Facilitate and document Process/Architecture Workshops
 - b. Configure application per agreed-to processes
 - c. Perform Process User Training
 - d. Perform Administrative Training
3. Implement Problem Management:
 - a. Facilitate and document Process/Architecture Workshops
 - b. Configure application per agreed-to processes
 - c. Perform Process User Training
 - d. Perform Administrative Training
4. Implement Change Management:
 - a. Facilitate and document Process/Architecture Workshops
 - b. Configure application per agreed-to processes
 - c. Perform Process User Training
 - d. Perform Administrative Training
5. Implement Knowledge Management:
 - a. Facilitate and document Process/Architecture Workshops
 - b. Configure application per agreed-to processes
 - c. Perform User Training
 - d. Perform Administrative Training

Phase II

1. Implement Event Management (ITOM/IT Operations Mgt):
 - a. Facilitate and document Process/Architecture Workshops
 - b. Configure application per agreed-to processes
 - c. Perform User Training
 - d. Perform Administrative Training
2. Implement Release Management:
 - a. Facilitate and document Process/Architecture Workshops
 - b. Configure application per agreed-to processes
 - c. Perform User Training

- d. Perform Administrative Training
- 3. Implement Configuration Management:
 - a. Facilitate and document Process/Architecture Workshops
 - b. Configure application per agreed-to processes
 - c. Perform User Training
 - d. Perform Administrative Training
 - e. Business Service Mapping
 - i. Facilitate and document Process/Architecture Workshops
 - ii. Configure applications per agreed-to processes
 - iii. Perform User Training
 - iv. Perform Administrative Training
- 4. Implement Asset Management:
 - a. Facilitate and document Process/Architecture Workshops
 - b. Configure application per agreed-to processes
 - c. Perform User Training
 - d. Perform Administrative Training

Section 1.6 Testing

1. Overview

The section describes the testing parameters and success criteria for the end product described in this Specification.

2. General

- 1. The CONTRACTOR will utilize ITSM solution specific software-based tools to test implemented configurations for issues related to performance, manageability, upgradability, scalability, and security.
- 2. The CONTRACTOR will be responsible for correcting any deficiencies found during each stage of testing.
- 3. The CONTRACTOR will be responsible for Unit Testing to ensure that each ITSM application and configurations requirements have been met. This test must show the application functions correctly based upon project feature requirements.

4. The CONTRACTOR will be responsible for System Testing to ensure that applications and configurations will function together as planned and whether discrepancies exist between the ways the applications work together.
5. The City reserves the right to revise and/or add tests to acceptance test plan to ensure full functionality of the system is verified per specifications.
6. For failed tests, the CONTRACTOR will make appropriate changes and document the steps necessary for remediation of such failures and submit the plan to the City within 48 hours of such failed test. The CONTRACTOR will re-test and submit new test results to the City within 24 hours of retest for review and re-consideration for acceptance.
7. The CONTRACTOR will facilitate User Acceptance Testing to verify that the system meets the end user requirements. This test will contain test cases that verify the end user functionality of the system.
8. The CONTRACTOR will submit a Final Acceptance Test Plan for review and approval by the City. The test plan will contain the following at a minimum: Name of test, Description of the test, Test Methodology and Expected result and actual result.

Section 1.7 Close out

A. Overview

The section describes the deliverables for the close out phase of this project. The close out phase begins after the City has deemed all the deliverables under the Payment Milestones as accepted and the Contractor has delivered all required documentation to complete the project.

B. General

All close out Deliverables are subject to final written approval by the City.

C. Deliverables

1. The CONTRACTOR will provide a configuration manual for each application implemented in Phase I and Phase II. The CONTRACTOR will provide three copies of all materials in hardcopy and three copies in electronic format. The acceptable formats for the electronic copies are: Microsoft Word and Microsoft PowerPoint.
2. The CONTRACTOR will provide a training manual for each application implemented in Phase I and Phase II. The CONTRACTOR will provide three copies of all materials in hardcopy and three copies in electronic format. The acceptable formats for the electronic copies are: Microsoft Word and Microsoft PowerPoint.
3. The CONTRACTOR will provide an administrative and operations manual for each application implemented in Phase I and Phase II. The CONTRACTOR will provide three copies of all materials in hardcopy and three copies in electronic format. The acceptable forms for the electronic copies are: Microsoft Word and Microsoft PowerPoint.

Section 1.8 Payment Milestones and Liquidated Damages, and Completion Incentive

A. Payment Milestones

All payments by the City to the contractor upon receipt of correct and valid invoices shall follow the payment schedule as follows:

#	Payment Milestone	% Contract Value
1	Final Schedule	5%
2	Phase I Delivery	40%
	2.1 Incident	8%
	2.2 Request/Service Cat.	8%
	2.3 Problem	8%
	2.4 Change	8%

	2.5 Knowledge	8%
3	Phase II Delivery	40%
	3.1 Event	10%
	3.2 Release	10%
	3.3 CMDB	10%
	3.4 Asset	10%
4	Close Out	15%

B. Liquidated Damages

1. The Contractor recognizes that timely implementation and acceptance of the system is of the essence to the City. The City will suffer if the system is not commissioned at the specified time.
2. If the Contractor at any time believes that it is likely to miss a deadline or milestone, it shall promptly notify the City of the likely delay and the impact of such delay. The Contractor also shall use diligent efforts to avoid or minimize any delays or effects resulting from a delay.
3. The parties agree that the injury caused to the City based on a late delivery of the system is difficult or impossible to accurately estimate. The parties intend the following liquidated damages to provide for damages, rather than a penalty or a deterrent. Further, the parties agree that the liquidated damages below represent a reasonable pre-estimate of the probable loss to the City based on a late delivery of the system.

Addendum No. 2 – Attachment No. 2
Questions and Answers

1. **Question:** Can the bid due date deadline be extended from June 8, 2016 to June 16, 2016?

Answer: No, the bid due date deadline will remain June 8, 2016 to maintain the schedule deadline for FC-8953, IT Service Management Project.