

**State of Tennessee**  
**Questions and Answers**  
**Pre-bid Conference Event #9130 - Held on October 8, 2015**  
**ServiceNow SAAS IT Service Management**

1. Perhaps you realize that your competition is really structured as a sole source award to ServiceNow for software, and to ServiceNow Professional Services for the services to implement and support the software. The following specification, copied from your slides, clearly eliminates all competitors:

"All services performed under this contract will be performed by ServiceNow and its employees, not those of any contractor"

This is unfortunate for Tennessee, because there are several professional service providers, whose consultants and methods have been certified, by ServiceNow, as qualified and experienced to perform these services. These personnel are as qualified, and in many cases, better qualified than ServiceNow's Professional Services Organization (better qualified perhaps in terms of public sector experience, systems integration experience, IT operations experience). Moreover, speaking at least for Reseller our hourly rates are lower than ServiceNow's.

And even worse for TN, your spec appears to prevent ServiceNow from subcontracting to their partners for experienced and certified personnel when ServiceNow has a shortage of staff, putting your program at risk of schedule delays.

**Unless you change these specifications, your event is sole sourced to ServiceNow, and there is no further need for Reseller or any other company to participate in your event.**

**State of Tennessee Response:**

The State recognizes this is a proprietary procurement with multiple vendors able to bid on the services that will be provided by ServiceNow. Each vendor will be able to bid at the margin level that would be appropriate to them just as if this was a commodity software purchase without services attached. The State has carefully considered opening the implementation services to other vendors but due to the small volume of services in relation to the value of the entire contract, the perceived superior expertise and proprietary nature of ServiceNow's implementation services, and the difficulty in evaluating quality and conditions of vendor service offerings, The State will only accept service offerings provided by ServiceNow employees.

2. Although a reseller of the ServiceNow software, our main business is in implementation services.  
Many times, we partner w/ another company who resells the software and a vendor performs the implementation of the ServiceNow solution.

We have been implementing ITSM solutions for almost 20 years. Our organization is comprised of Strategic Consulting and Technical. We help our customers with process re-engineering and the technology to support the processes. We are also known as leaders in the Service Catalog space... using our Customer Centric Approach to IT Service Management.

Given our business is to partner w/ organizations like the State of TN and assist in the implementation of the ITSM solution, we will kindly decline to bid on this event.

**State of Tennessee Response:**

No response necessary

3. Will the State of TN allow ServiceNow to subcontract part of the professional services work to one of its authorized implementation partners?

**State of Tennessee Response:**

ServiceNow has assured the State that it can and will be able to perform all implementation services without subcontracting therefor the State will not allow subcontracting by ServiceNow.

4. In the event that the State of TN permits the subcontracting of professional services by ServiceNow to one of its authorized implementation partners, would the State of TN permit the use of offshore resources from the authorized implementation partner?

**State of Tennessee Response:**

Not applicable. See response to #3

5. Some of ServiceNow's partners have the special designation of Strategic Partners because of their thought leadership and contribution to product development in ServiceNow. Would the State of TN consider using ServiceNow's strategic partners to deliver some of the non-technical work e.g. service design and definition for the service catalog?

**State of Tennessee Response:**

Not applicable. See response to #1

6. Is the State of TN considering the future use of authorized ServiceNow partners to deliver supporting services that are not currently included in the current statement for work and crucial to the successful roll out of such programs; services include but not limited to: service definition and design, process development and/or harmonization and organizational change management services e.g. job impact analysis, communication planning and roll out support services?

**State of Tennessee Response:**

All of the initial transition and implementation services will be provided by ServiceNow. After this transition is complete, if additional services are needed, we will bid them out through Statements of Work to all qualified vendors.

7. Is the State of TN considering the use of the ServiceNow platform in the future for other service management areas e.g. Human Resources Case Management, Facilities Management, Financial Management, etc.

**State of Tennessee Response:**

Potentially but those decisions have not been made at this time.

8. Who will provide the service design and definition for the service catalog?

**State of Tennessee Response:**

The State of Tennessee along with ServiceNow

9. Will the State of TN manage the employee self-service portal strategy and design?

State of Tennessee Response:

**State of Tennessee Response:**

Yes

10. Is the State of TN considering the usage of mobility capabilities for ServiceNow and hence would require the mobility designers and configurators as part of this response?

**State of Tennessee Response:**

The State has a mobility solution that may be integrated into ServiceNow

11. One of the integrations mentioned is with Cisco Call Manager; would the State of TN be interested in configuring the Notify plugin as well?

**State of Tennessee Response:**

It has not been decided at this time

12. The scope mentions that the solution will have multifactor authentication. ServiceNow supports multiple SSO systems but does not perform the multifactor authentication itself. Is the State of TN providing the multifactor authentication system? If yes, what are the systems in scope?

**State of Tennessee Response:**

The State has not decided at this point in time. We will consider internal applications and plug in APIs

13. I do however have one suggestion. That is that you consider leaving the state the option to receive services from the vendor who gets the contract in addition to ServiceNow. It seems to me that you could do this and have it as an option that you control.

**State of Tennessee Response:**

Not applicable. See response to #1

14. Is the State of Tennessee willing to consider having their implementation of ServiceNow performed by a company other than ServiceNow? Provider has a 15 year consulting and implementation experience in this space and has been working exclusively on the ServiceNow platform the last three years. In Forrester's 2014 Wave report of IT Service Management providers, Company was named the leader amongst the entire industry (ahead of ServiceNow amongst many others). In terms of ServiceNow related services, we bring a higher quality

service with far more competitive rates than what can be achieved through ServiceNow Professional Services.

**State of Tennessee Response:**

Not applicable. See response to #1

- 15.** Microsoft MAP Tool - Can you elaborate on this requirement? What are you looking for the system to do?

**State of Tennessee Response:**

The State wants to be able to import information from the Microsoft Map tool to the ServiceNow CMDB and Asset modules.

- 16.** SCCM & SCCM Asset Management & SCCM CMDB: Can you elaborate on this requirement? What are you looking for from each of these integrations?

**State of Tennessee Response:**

The State wants to be able to import information from the Microsoft SCCM to the ServiceNow the CMDB and Asset modules.

- 17.** Microsoft Active Directory: Can you elaborate on this requirement? What are you looking for the system to do?

**State of Tennessee Response:**

The State wants to be able to integrate with Microsoft Active Directory to perform duties of Help Desk and other integrations with ServiceNow that might be needed.

- 18.** LDAP Can you elaborate on this requirement? What are you looking for the system to do?

**State of Tennessee Response:**

The State wants to be able to integrate with LDAP to perform duties of Help Desk and other integrations with ServiceNow that might be needed.

- 19.** ICPM/Cisco Call Manager: Can you elaborate on this requirement? What are you looking for the system to do?

**State of Tennessee Response:**

The State wants to be able to integrate with ICPM/Cisco Call Manager to perform duties of call center Help Desk and other integrations with ServiceNow that might be needed. These include Screen pops to auto create ticket with The State information and Voice IP SiPP routing and priority groups routing with integration to Cisco Call Manager.

- 20.** Cisco: Can you elaborate on this requirement? What CISCO system are you asking for and what are you looking for the system to do with them?

**State of Tennessee Response:**

Cisco is the State Standard for Voice/Phone systems and switching. We want to make sure that integrations with these services including inventory integration for switch population of asset module and CMDB are enabled.

- 21.** Edison and other State databases: Can you elaborate on this requirement? What are you looking for the system to do?

**State of Tennessee Response:**

Edison is an Oracle/PeopleSoft application employed by the State for multiple uses including CRM, ERP and billing. The State requires the ability to interact with this system for whatever purposes the State deems necessary.

- 22.** Service Catalog to Billing: Can you elaborate on this requirement? What are you looking for the system to do?

**State of Tennessee Response:**

The State is looking to automate its Service Catalog to interface with its billing systems. When an item is chosen from a catalog and approvals are completed, the State wants billing lines to be populated.

- 23.** Planview: Can you elaborate on this requirement? What are you looking for the system to do?

**State of Tennessee Response:**

Planview is the State's standard planning tool. Underlying software is an SQL database. The State desires integration of fields from Planview to populate in ServiceNow.

- 24.** Configuration Assistance: Software Management and Hardware Management Can you elaborate on this requirement? Are you looking for automated discovery or are you importing data? What functionality are you specifically looking for in these areas?

**State of Tennessee Response:**

The State is looking for assistance in developing its CMDB for Hardware and Software and importing information from various tools the State already owns. Discovery is not part of this phase of implementation

- 25.** Specifications: A.1, A.4, A.16, A.17, A.18, A.25 - A.33" Deliverables: Are these deliverables being moved to Appendix 1 so they are included in the SOW?

**State of Tennessee Response:**

Yes, all of these will be moved to the SOW

- 26.** A.34 Asset management must store all owned assets of NetTN? Will the State require automate asset detection or will the data be imported from a spreadsheet, or other means?

**State of Tennessee Response:**

Data will be exported from tools or spreadsheets. Automated discovery is not part of this implementation.

- 27.** Specifications A.36/A.76: Fed RAMP compliance requirement: Will this be removed by the State as was indicated in the bidders call?

**State of Tennessee Response:**

A36 will be changed to:

“The solution shall be Compliant with NIST Special Publication 800-53, Revision 3 - Recommended Security Controls for Federal Information Systems and Organizations (as amended)”

A76 will be changed to:

All employees with access to State equipment and data shall be fully screened with criminal history checks and background checks in accordance with NIST Special Publication 800-53, Revision 3 guidelines.

- 28.** Specifications A.44: TN Enterprise Information Security Policies and State Law as outlined in the Tennessee Code Annotated (TCA). Can you provide the specification you refer to here?

**State of Tennessee Response:**

Here is the link to the policy:

[http://www.mtas.tennessee.edu/KnowledgeBase.nsf/1eefdc6080866a885257936005b10b4/5703a43b7e89ec6f8525770b005152fc/\\$FILE/PUBLIC-Enterprise-Information-Security-Policies-v2.0.pdf](http://www.mtas.tennessee.edu/KnowledgeBase.nsf/1eefdc6080866a885257936005b10b4/5703a43b7e89ec6f8525770b005152fc/$FILE/PUBLIC-Enterprise-Information-Security-Policies-v2.0.pdf)

- 29.** Specifications A.83: Development Tools: Can you elaborate on this requirement? What do you mean by "development tool"? Is this a requirement to allow custom application development?

**State of Tennessee Response:**

Delete A83