



# Request for Quotes (RFQ)

## IT-22-192

### I. ServiceNow 2023-2024

This is a request for quotes (RFQ). The purpose of this procurement is to purchase USAC's ServiceNow License Subscription. A full description of the products required by this RFQ is set forth in **Attachment 1**. This synopsis constitutes the only notice of this procurement; no separate written solicitation will be issued. The solicitation number is **IT-22-192**.

Contractor shall provide the ServiceNow products/services at the fixed prices set forth in **Attachment 1**.

Contractor must be an authorized ServiceNow Partner/Reseller capable of ordering and providing the subscription products at the time of award selection. Contractor shall provide USAC with the complete (not partial) version specifications and quantities of the required line items identified on **Attachment 1**. Most recent commercially available versions and releases must be supplied. New items only; no refurbished, grey market, or previously used items will be accepted. Grey market is defined as trade of a commodity through distribution channels which are legal but are unofficial, unauthorized, or unintended by the original manufacturer.

### II. Period of Performance

**Service period shall be 03/01/2023 – 02/28/2024**

### III. CONTACT INFORMATION

**Contracting Office Address:**

700 12th St NW Suite 900  
Washington, DC 20005

**Place of Performance:**

700 12th St NW Suite 900  
Washington, DC 20005

**Primary Point of Contact:**

Avaneque Johnson  
Procurement Associate  
Universal Service Administrative Company 700 12th St NW Suite 900  
Washington, DC 20005  
Email: [Avaneque.johnson@usac.org](mailto:Avaneque.johnson@usac.org)  
Phone: (202)916-3485

### IV. COMPANY PROFILE

USAC is not a Federal agency, a government corporation, a government controlled corporation or other establishment in the Executive Branch of the United States Government. USAC is not a contractor to the Federal Government. The contract awarded as a result of this RFQ will not be a subcontract under a Federal prime contract. However, USAC conducts its procurements in accordance with the terms of a Memorandum of Understanding with the FCC, which requires USAC to adhere to the following provisions from the Code of Federal Regulations, 2 C.F.R. §§ 200.318-321, 200.323, 200.325-326 and App. II to C.F.R. Part 200 (collectively "Procurement Regulations"). Contractor shall comply with the procurement regulations and all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under this Agreement, including USAC [Terms and Conditions](#).

## V. INSTRUCTIONS FOR BIDDING

Offeror's quotes should include the following:

1. Solicitation number.
2. A quote that includes all line items in Attachment 1.
3. A description of goods and/or services being offered in sufficient detail to evaluate compliance with the requirements in the solicitation.
4. The official letter of authorization from the manufacturer confirming that Offeror is, and will be, an authorized partner or reseller of ServiceNow products and services as of the date(s) of award and time of delivery.
5. Name, address and telephone number of the Offeror.
6. Company TIN and Duns number.

Although the quote form breaks out different items, this is a firm-fixed-price contract and, ultimately, the total firm-fixed-price amount is the amount taken into consideration when reviewing the quotes. The quote form provides for the following:

1. A breakdown of the components of the quote on a line item basis, if applicable.
2. All applicable federal, state, and local sales, use, and excise taxes.
3. All costs for configuration of equipment, if applicable.
4. All other costs (i.e. labeling, packaging, packing, loading, storage, insurance, etc.).
5. All blanks shall be filled in accordingly. Any alteration or erasure must be initialed by the signer of the quote.

**Please email quotes to [Avaneque.johnson@usac.org](mailto:Avaneque.johnson@usac.org). Quotes must be received by USAC no later than Wednesday, December 28, 2022 at 11:00 AM ET.** USAC reserves the right to amend, revise or cancel this RFQ at any time at the sole discretion of USAC and no legal or other obligations are assumed by USAC by virtue of the issuance of this RFQ, including any commitment to procure the products or services sought herein.

USAC will evaluate all Quotes that are submitted in compliance with the requirements of this RFQ. USAC will issue a purchase order to the responsible Offeror(s) submitting the lowest priced technically acceptable Quote.

In order to be deemed responsible, a prospective contractor must have adequate resources to perform the contract, or the ability to obtain them, and a satisfactory record of integrity and business ethics. A responsible offeror will be deemed technically acceptable if: (1) it is a ServiceNow partner or reseller at the time of submission of its quote and at time of award; *and* (2) it proposes to provide, and has the apparent capability to provide, all the items identified in **Attachment 1** in accordance with the terms of this RFQ, including the [Terms and Conditions](#) and all attachments hereto. By submitting a bid in response to this solicitation, Contractor certifies that it agrees to the USAC terms and conditions. USAC [Terms and Conditions](#) take precedence over any terms and conditions submitted in response to this solicitation.

**ATTACHMENT 1****Bid Sheet**

This quote is submitted by the undersigned company ("Company"), who agrees to provide the items as the prices set forth, in accordance with the terms and conditions of Contract No. IT-22-192. This bid sheet is valid for 120 days from the date set forth below.

**Submitted by:** \_\_\_\_\_

**Company Name:** \_\_\_\_\_

**Authorized Representative:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Item No.	No.Months	Product	Qty	Part #	PoP	Price
1	12	ServiceNow Now Platform App Engine-Fulfiller	40	PROD13074	03/01/2023 - 02/28/2024	
2	12	ServiceNow Additional Non-Production Instance - Government Data Center	3	PROD00070	03/01/2023 - 02/28/2024	
3	12	ServiceNow Instance - Government Data Center	1	PROD00064	03/01/2023 - 02/28/2024	
4	12	ServiceNow IntegrationHub Starter Transactions	1	PROD11415	03/01/2023 - 02/28/2024	
5	12	ServiceNow AI Search Starter	1	PROD15338-2	03/01/2023 - 02/28/2024	
6	12	ServiceNow Agile Team - Module	1	PROD12492	03/01/2023 - 02/28/2024	
7	12	IT Service Management Professional - Fulfiller User v3	75	PROD17256-2	03/01/2023 - 02/28/2024	
8	12	ServiceNow Business Stakeholder User v4	68	PROD17800-2	03/01/2023 - 02/28/2024	
9	12	ServiceNow ITOM Discovery - Subscription Unit v2	1,224	PROD15000-2	03/01/2023 - 02/28/2024	
<b>Total</b>						
<b>Applicable Taxes (USAC is required to pay 6% DC sales tax)</b>						
<b>Lead time from date of purchase</b>						
<b>Other (describe)</b>						
<b>Total Firm-Fixed Price</b>						

Accepted by USAC:

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