

Universal Service Administrative Co. (USAC)
Request for Quotes
IT-23-189 – ServiceNow Sam

I. OVERVIEW

Universal Service Administrative Company (USAC) is requesting quotes from qualified vendors who can provide **ServiceNow Sam licenses/support** as outlined below under scope of work section of this RFQ.

II. SCOPE OF WORK

USAC is seeking a vendor who can provide ServiceNow Sam licenses/support and Implementation with the requirements listed below:

Description	Part#	QTY	POP
ServiceNow Software Asset Management Professional-Subscription unit	PROD15033	3109	10/16/2023-2/29/2024
ServiceNow Learning Credit	PROD15179	1500	10/16/2023-2/29/2024
ServiceNow Implementation-Tailored T&M Services to be provided by ServiceNow Sr. Engagement Manager Sr. Business Process Consultant Sr. Tech Consultant	PROD00073	1471	10/16/2023-2/29/2024

Major focuses for evaluation:

1. All requirements are met
2. Price

III. CONTRACT TERM

The contract term (Term) is Four (4) months 10/16/2023 – 2/29/2024.

IV. 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:

Dania Powers
Procurement Specialist
Universal Service Administrative Company
700 12th St NW, Suite 900
Washington, DC 20005

V. 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’s Standard Terms and Conditions](#).

VI. INSTRUCTIONS FOR BIDDING

Offeror’s quotes should include the following:

1. A description of goods and/or services being offered in sufficient detail to evaluate compliance with the requirements in the solicitation. ***The description should address all of the requirements and the evaluation considerations.***
2. A quote for 4 months detailing the costs (ie. Annual Subscription, Firm Fixed Price)
3. Name, address, and telephone number of the Offeror.
4. Company TIN and Unique Entity Identifier number.

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 Dania.Powers@usac.org. Quotes must be received by USAC no later than Wednesday, October 11, 2023, 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: it proposes to provide, and has the apparent capability to provide, all the items identified in the scope of work in accordance with the terms of this RFQ, including the [Terms and Conditions](#) hereto.