



## Universal Service Administrative Co. (USAC) Request for Quotes (RFQ) IT-23-293 - ServiceNow Instance

### I. REQUIREMENTS

This is a request for quotes (RFQ). The purpose of this procurement is to renew USAC's **ServiceNow Instance** licenses for the period of 2024-2027. 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-23-293**.

Contractor shall provide the **ServiceNow Instance** at the fixed prices set forth in **Attachment 1**.

Contractor must be an authorized/certified ServiceNow partner/reseller capable of ordering and providing the required products/services 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: **3/1/2024 – 2/28/2027**. See **Attachment 1**.

### 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:**

Mustafa Kamal  
Procurement Specialist  
Email: [Mustafa.Kamal@usac.org](mailto:Mustafa.Kamal@usac.org)  
Phone: (202) 423-2516

Universal Service Administrative Company  
700 12th St NW Suite 900  
Washington, DC 20005

### 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, 200.324, 200.326-327 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 Instance** 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 Unique Entity ID 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 [rfp@usac.org](mailto:rfp@usac.org) and copy [Mustafa.Kamal@usac.org](mailto:Mustafa.Kamal@usac.org). Quotes must be received by USAC no later than **Monday, January 8, 2024, 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.

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.