

**Mock Task Order Request for Proposal #3:  
ServiceNow Implementation  
Professional Services RFP – Enterprise IT Services**

**CAPITALIZED TERMS USED BUT NOT DEFINED IN THIS TORP HAVE THE MEANING SET FORTH IN PROFESSIONAL SERVICES CONTRACT # USAC-20-015 (THE “CONTRACT”). AND THIS TORP IS ISSUED PURSUANT TO AND UNDER THE TERMS AND CONDITIONS SET FORTH IN THE CONTRACT.**

## **I. TASK ORDER TYPE**

USAC intends to award a single, firm-fixed price, task order for ServiceNow Implementation under the ENTERPRISE IT SERVICES service category, under the Contract. The firm fixed price is to include all direct and indirect costs set forth in this Section B, including equipment, product support, supplies, general and administrative expenses, overhead, materials, travel, labor, taxes (including use and sales taxes), shipping, and profit. USAC will not reimburse Contractor for any travel-related expenses.

## **II. BACKGROUND**

Through its administration of the USF programs on behalf of the FCC, USAC works to promote the availability of quality services at just, reasonable and affordable rates and to increase access to advanced telecommunications services throughout the nation. Specifically, the USF programs provide funding for the expansion of telecommunications and broadband access to rural communities and health care facilities, schools and libraries across the country, and low income households. Through program administration, auditing, and outreach, USAC works with contributors, service providers, and program beneficiaries to achieve the program goals articulated by the FCC for each of these programs.

## **III. PURPOSE OF THE TORP**

USAC is in the midst of a dramatic transformation to ensure that it is configured to achieve its goals. As part of this transformation, USAC is assessing current processes, operational performance, and IT systems. In 2017, USAC entered into a licensing agreement with ServiceNow to support its enterprise PPM activities. USAC has implemented the Ideation, Demand, and Project modules of ServiceNow PPM. Additionally, USAC established preliminary integration between ServiceNow and Jira. To date, USAC’s adoption of the ServiceNow platform has been limited to the Project module. As USAC integrates ServiceNow into its operations and business practices, it is seeking a Contractor to support implementing additional PPM modules and support broader adoption of ServiceNow and its capabilities.

## **IV. TASK ORDER PERIOD OF PERFORMANCE**

The period of performance for the Task Order is twelve months (the “Term”). The Task Order shall expire at the end of the Term unless extended, in writing, by USAC.

## V. PLACE OF PERFORMANCE

Contractors shall perform Task Orders at either its own facilities or at USAC Headquarters. Occasional meetings may be conducted at USAC's Headquarters or at the FCC offices located at 445 12th Street SW, Washington, DC 20554. USAC shall provide appropriate office space and appropriate access to its computer network for duties performed at USAC Headquarters, if necessary. Contractors will be required to complete USAC's Visitor Form, [USAC Visitor Form](#) and wear a badge while on USAC premises.

## VI. TASK ORDER PROCESS

***Attachment 1 Pricing.*** Fixed labor-hour rates for T&M must be fully burdened and include all wages, overhead, general and administrative expenses, taxes and profit, and individual laptop equipment and office software for each category of labor. Services for the T&M CLINS shall be performed on a T&M basis using the labor categories and fixed hourly rates set forth in Attachment

A. ***Task Order Ceiling Price.*** Each Task Order issued under the Contract will include a ceiling price (the "Task Order Ceiling Price"). USAC will not be obligated to pay Contractor any amount in excess of the Task Order Ceiling Price, and Contractor shall not be obligated to continue performance if to do so would exceed the Task Order Ceiling Price, unless and until USAC notifies Contractor in writing that the Task Order Ceiling Price has been increased and specifies in the notice a revised ceiling price that shall apply to the Task Order.

### B. *Steps for each Task Order*

1. ***Issuance of Task Orders.*** USAC will issue Task Orders in accordance with the procedures set forth below. As specified in each Task Order issued under the Contract, Contractor shall provide experienced personnel who are capable of performing the tasks described in, and who meet the qualifications listed under, the Key Personnel set forth below.
2. ***Work Schedule.*** Unless otherwise specified in a Task Order, Contractor personnel assigned to a Task Order shall maintain a work schedule consistent with USAC normal business hours and work practices. Contractor personnel are expected to comply with all of USAC's rules pertaining to conduct in the workplace. Any change in Contractor personnel must be approved, in writing, by the USAC Procurement department and reflected in the Task Order. Contractor personnel are not employees of USAC.
3. ***Invoicing and Reporting Instructions.*** Each Task Order will outline the invoicing and reporting instructions required specifically for that project.
4. ***Task Order Proposals.*** Contractor shall perform the following steps which are necessary for the Task Order award. Contractor shall submit one proposal in response to each TORP. See Attachment 1, Mock TORP. Each Contractor proposal in response to a TORP must include the following information:



- a. *Basic Information.* A cover page which includes:
    1. The name of Contractor's organization;
    2. Offeror's contact name;
    3. Offeror's contact information (address, telephone number, email address, website address);
    4. Offeror's DUNS number;
    5. The date of submission;
    6. A statement verifying the proposal is valid for a period of 120 days; and
    7. The signature of a duly authorized Offeror representative.
  - b. *Production Schedule.* A detailed and comprehensive production schedule that includes a proposed schedule and approach for managing and providing the Services and Deliverables required by the TORP. Contractor should also outline any deviations from the TORP.
  - c. *Pricing.* A total hourly breakdown of each Contractor proposed staff.
  - d. *Ceiling Price.* A proposed Task Order ceiling price for the TORP, as well as a justification.
- C. ***Task Order Proposal Review.*** USAC will review Contractor's proposal to this TORP, provide feedback if any adjustments or negotiations are required, and subsequently award the Task Order.

## VII. SCOPE OF SERVICES AND DELIVERABLES

Services. Contractor shall provide the following Services in accordance with the terms set forth in this RFP:

Firm Fixed Price Tasks:

1. *Install and configure/set up ServiceNow to provide a secure and scalable PPM resource management solution which includes the ability to perform the following features:*
  - a. Enter a roster of USAC resources
  - b. Track the percentage a resource is allocated
  - c. Track USAC resources for both employees and contractors
  - d. Track USAC resources allocation/availability
  - e. Track resources' skills (both program/domain level and technical level)
  - f. Track resource average cost rate based on role, level, and/or position
  - g. Perform resource gap analysis (capacity vs. demand)
  - h. Query system (analytics, reports, etc.)
  - i. Control who has visibility to the resource management data
  - j. Allow mobile-enabled (full functionality) for smart phones and tablets (iPhone, iPad, Android, etc.)
  
2. *Install and configure/set up ServiceNow to provide a secure and scalable PPM time management solution which includes the ability to perform the following features:*
  - a. Display IT labor time and cost, year-to-date (YTD) and overall, for a given project
  - b. Ensure IT hours are reported in Jira
  - c. Pull the collected hour's data from Jira to ServiceNow (see Section B.2.1.1.4, below).
  - d. Ensure USAC has the capability to enter hours in ServiceNow
  - e. Identify project classification (such as: new, enhancement, maintenance, production support, etc.)



- f. Identify labor by personnel and role
  - g. Allow management review and approval of time charged
  - h. Determine labor costs
  - i. Determine actual cost vs. budgeted/estimated cost
  - j. Show Contractor time available for invoice reconciliation
  - k. Allow employees and contractors to log time and project name/accounting code
  - l. Deliver time collected to finance for project costing
  - m. Report Costed time in ServiceNow
  - n. Allow mobile full functionality for smart phones and tablets (such as: iPhone, iPad, Android, etc.)
3. *Install and configure/set up ServiceNow to provide a secure and scalable PPM cost management solution which includes the ability to perform the following features:*
- a. Track costs related to IT projects/work
  - b. Track planned vs. actual budget by cost center
  - c. Display labor time data collected in Jira
  - d. Track/maintain IT resources average rate
  - e. Track/maintain average cost of planned project resources
  - f. Track/maintain average cost of allocated project resources
  - g. Query system for analytics, reports, etc.
  - h. Control who has visibility to the cost management data
  - i. Track activity-based cost centers defined by the Finance department
  - j. Track planned vs. actual project budget and cost for employees and contractors



- k. Allow mobile full functionality for smart phones and tablets (such as: iPhone, iPad, Android, etc.)
4. *The currently implemented Jira integration solution transfers Project Name, Project Manager Name, and Project Key (custom field) data from ServiceNow to Jira. Additionally, release start and end dates and sprint start and end dates are transferred from Jira to ServiceNow. The selected Contractor shall build on the current Jira integration solution to configure/set up an expanded secure and scalable bi-directional ServiceNow PPM and Jira integration that have the ability to perform the following features:*
  - a. Pull epic, story, and task status data from Jira to update ServiceNow tables
  - b. Pull time reporting data from Jira to update ServiceNow tables
  - c. Pull risk management data from Jira to update ServiceNow tables
5. *Update the Assessment Surveys in ServiceNow to better fit USAC's business operations, to include the ability to perform the following features:*
  - a. Update the "risk" and "impact" survey questions
  - b. Add "value" survey questions
6. *Update the Demand form to add the following features:*
  - a. Add a tab to collect the "Technical Reviews" results (Technical Review is composed of two phases referred to as "Round 1" and "Round 2")
  - b. Add a field indicating if program resources/expertise exist to manage the new project
7. *Install and configure/set up ServiceNow to provide a secure and scalable PPM Risk Management Solution which includes the ability to perform the following features:*
  - a. Track and maintain project risks
  - b. Identify risk status (such as: pending, open, closed, controlled, realized, cancelled)
  - c. Decide action towards a particular risk (such as: accept, defer, transfer, or control)



- d. Identify risks impact (such as: insignificant, minor, moderate, major, or catastrophic)
  - e. Identify risk probability (such as: remote (0 to 10%), unlikely (11% to 39%), possible (40% to 60%), probable (61% to 79%), and impending (80% to 100%))
  - f. Assign an owner for each risk
  - g. Identify mitigation plan and steps
  - h. Identify owner for steps
  - i. Identify steps planned start and end date
  - j. Identify steps actual start and end date
  - k. Add comments at the risk level
  - l. Identify steps status (such as: pending, open, in progress, closed, on hold, cancelled, etc.)
  - m. Identify contingency plan
  - n. Generate risk chart and other visualizations
  - o. Escalate risks to USAC Enterprise Risk Manager based on criteria (such as: impact and probability, mitigation status and mitigation planned end date, etc.)
8. *Provide training and one-on-one sessions which includes the following features:*
- a. Deliver two training sessions at the end of each implemented solution/task (approximately two hours each session) to cover the different functions of the new solution/task
  - b. Train approximately 25 individuals per solution/task per training session.
  - c. Develop training materials and quick reference cards for each solution/task
  - d. Hold one-on-one sessions with USAC system administrator (not to exceed two sessions and each session not to exceed two hours) at the end of each solution/task.



## VIII. KEY PERSONNEL & LABOR CATEGORIES

A list, by name, of all Key Personnel, along with the labor category they will fill. For each Key Personnel, Contractor shall provide a biography that includes his/her educational background, skill-set, job and related experience, a list of specific efforts he/she has supported, and references. Contractor shall provide a Relationship Manager (“RM”) who shall ensure the completion and delivery of the Task Order and serve as a single point of contact for the day-to-day management of the Task Order.

All pricing information for the TORP shall be based on Contractor’s Attachment 1: Bid Sheet to the Contract.

## IX. INVOICES

**Where to Submit Invoices.** Contractor shall submit invoices through the USAC Coupa Supplier Portal (“CSP”) method or via the Supplier Actionable Notification (“SAN”) method. The CSP method will require Contractor to register and create an account for the CSP. An invitation link to the CSP may be obtained by emailing [CoupaHelp@usac.org](mailto:CoupaHelp@usac.org). The SAN method will require Contractor to invoice USAC directly from the purchase order (“PO”) sent by USAC via email. For the SAN method, the USAC email will contain a notification with action buttons which will allow Contractor to create an invoice, add a comment, and acknowledge the receipt of the PO. For assistance on all Coupa related billing questions, Contractor may email [CoupaHelp@usac.org](mailto:CoupaHelp@usac.org). For assistance on all non-Coupa related billing questions, Contractor may email [accounting@usac.org](mailto:accounting@usac.org).

**Invoice Submittal Date.** Contractor may submit invoices for payment upon completion and USAC’s acceptance of all of the work associated with a Contract or, if the period of performance of a Contract exceeds sixty (60) days, once every thirty (30) days, with the submission of the first invoice no earlier than thirty (30) days after issuance of the Contract.

**Content of Periodic Invoices.** If periodic invoices are submitted for a Contract, each invoice shall include only Services that have been completed and Deliverables that have been accepted as of the date of invoice submission and that have not been billed in a prior invoice.

## X. COMMUNICATION

Contractor shall be reasonably available and accessible via email or telephone during USAC’s normal business hours, which are Monday through Friday (9:00AM-6:00PM ET). When necessary, communication may be made outside of these hours to ensure the progress of the Contract is not impeded.

## XI. MEETINGS



During performance of the Task Order, Contractor personnel shall communicate on a regular basis with USAC staff, and, as requested by USAC's COR or CA, attend status meetings with USAC staff to discuss project status and progress, impediments, and audit findings. Status meetings will be held by either teleconference or in person. Status reports may be used as the basis of the status meeting discussions.

## XII. TRAVEL

Contractor staff may be required to travel to USAC to perform Services under the Task Order. Contractors may invoice for up to 10% of the total Task Order value in travel expenses, provided Contractor complies with the terms and conditions of the USAC travel policies. All Contractor travel costs should be included in the Contractor's proposed Task Order Ceiling Price.

## XIII. TASK ORDER PROPOSAL SUBMISSION INSTRUCTIONS

All responses, to this TORP, are due no later than **11:00 AM ET, March 12, 2020**. Responses received after this date and time or do not follow the task order submission instructions, may not be considered for review.

Responses should be prepared simply and economically, and provide a straightforward and concise explanation of the information requested. Emphasis should be on completeness and clarity.

Please submit one (1) electronic copy (PDF) of your response to Becca Wray at [rfp@usac.org](mailto:rfp@usac.org). All submissions must include "Response to Mock Task Order #03 – ServiceNow Implementation" in the subject line. Please note: all electronic submissions must be limited to a maximum size of 25 GB.