



Event Details

PeopleSoft Strategic Sourcing

Event ID	Format	Type	Page
31701-0000009160	Sell	RFx	1
Event Round	Version		
1	1		
Event Name			
ServiceNow Software As A Service (SAAS)			
Start Time		Finish Time	
11/05/2015 13:00:00 CST		11/16/2015 14:00:00 CST	

Bidder: State of Tennessee
 WRS Tennessee Tower
 312 Rosa L Parks Ave Fl 3
 Nashville TN 37243
 United States

Submit To: General Services
 312 ROSA L PARKS AVE
 3rd Floor
 NASHVILLE TN 37243
 United States

Contact: Sharon L Pope
Phone: 615/741-9588
Email: Sharon.Pope@tn.gov

Event Currency: US Dollar
Bids allowed in other currency: No

Event Description

This event is to bid for a multi-year contract for ServiceNow Software As A Service (SAAS) for Finance and Administration, Office for Information Resources (OIR).

OIR Contact: Mark Neigut at 615-770-6952 or Mark.M.Neigut@tn.gov.

Specifications and terms & conditions are attached.

READ THE ENTIRE BID, including the Event Details, Specifications, and Terms and Conditions and any other attachments.

The purpose of this Invitation to Bid Event/Source of Supply Event is to establish a term contract (s) to provide State of Tennessee, with products and/or services as described in the attached terms, conditions, specifications, and price sheet.

A term contract means a contract in which a source or sources for supply are established for a specified period at an agreed upon price(s).

If the Review and bid on this event link included in the e-mail notification does not work, please go to http://state.tn.us/generalserv/cpo/for_bidders.html
 Click on the link that says Bid Opportunities and log in with your vendor ID and password.

NOTE: Need help with EDISON? Call the Edison HELP Desk at 866-376-0104 or 615-741-4357

Please do not wait until the last day to POST YOUR BID. The Edison system will sign you out after 30 minutes of inactivity. Your password expires EVERY 90 DAYS. It is the responsibility of the Edison User (bidder/vendor) to maintain their own profile information (Email address, phone numbers, address or contacts) and to continue to keep current by logging into the Supplier Portal and making changes as needed.
 Supplier Portal link: <https://supplier.edison.tn.gov/> (Maintain supplier information)
 Central Procurement Office Website: www.tn.gov/generalserv/cpo
 The website is constantly being updated with information to assist the agencies and vendors; you are encouraged to check the website frequently.

General Questions

Question	UOM	Best	Worst	Response
I (we) agree to strictly abide by all the statutes and terms contained in the rules of the Department of General Services, Central Procurement Office, which are by reference made a part hereof, in addition to the special terms, conditions and specifications embodied in the invitation to bid. IMPORTANT: By Selecting YES, the bidder certifies compliance with the above and further certifies that this bid is made without collusion or fraud. Required: Yes Mandatory Response:Yes		Yes		

Response Comments

Bidder shall enter the percent from their catalog or price list prices. Only one (1) percent minus (-) and discount amount, plus (+) and surcharge amount, or "0" for net is acceptable. Example: -10%.

Required: Yes Mandatory Response:No



Event Details (cont.)

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Response Comments

Please enter the number of days that your bid offer will expire from the bid opening date:

Required: Yes Mandatory ResponseNo

Response Comments

Associated Terms:

Bid Offer Expiration

Enter the expiration date of your bid offer in the space provided on this Invitation to Bid. A minimum period of thirty (30) days from the bid closing date is requested. The state shall have sixty (60) days to accept the bid if a minimum period is not stated.

Bidder shall enter Catalog Title and Effective Date of Catalog Bid.

Required: Yes Mandatory ResponseNo

Response Comments

A link to the Central Procurement Office's surveying tool is included in the Event Attachments. We ask that you take a few short minutes to complete this survey. The purpose of this survey is to strengthen procurement processes of the Central Procurement Office (CPO) by capturing Vendor/Bidder assessments of, and actionable comments on, the process put in place by the Central Procurement Office. Your responses will remain anonymous, and will have no bearing or consideration in the awarding of this procurement.

Required: No Mandatory ResponseNo

Response Comments

How many days after receipt of purchase order will it take you to deliver this item?

Required: Yes Mandatory ResponseNo



Event Details (cont.)

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Event ID	Format	Type	Page
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ServiceNow Software As A Service (SAAS)			
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11/05/2015 13:00:00 CST		11/16/2015 14:00:00 CST	

Event Currency: US Dollar
Bids allowed in other currency: No

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Response Comments

All bidders are required to have an adequate service organization for which the bid is applicable. Enter the name, address, telephone, pager or cell phone and fax number, email address, and area of responsibility for each service representative in the spaces provided below. (Attach additional sheet if necessary) Please be sure to include the following information:

- List the Service Organization:
- List the Service Organizations Address:
- List the Area(s) in TN that the Service Organization will Service:
- List the Service Organizations Phone Number:
- List the Service Organizations Toll Free Number:
- List the Service Organizations Pager or Cell Phone:
- List the Service Organizations Fax Number:
- List the Service Organizations Email Address:
- List the Service Organizations Website:
- Required: Yes Mandatory ResponseNo

Response Comments

Associated Terms:

Service Organization

All bidders are required to have an adequate service organization for which the bid is applicable. Enter the name, address, telephone, pager or cell phone and fax number, email address, and area of responsibility for each service representative in the spaces provided below. (Attach additional sheet if necessary)

The bidder shall indicate whether or not they plan to sub-contract:

No: The bidder does not anticipate using a sub-contractor at this time and agrees to submit a request to subcontract during the contract period prior to using a subcontractor.

Yes: The bidder shall list the subcontractor(s). Attach list of additional subcontractors to the bid, including the following for each subcontractor.

- List the Sub-Contractor's Name
- List the Sub-Contractor's Address
- List the Sub-Contractor's Contact Person
- List the Sub-Contractor's Phone Number



Event Details (cont.)

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Event ID	Format	Type	Page
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Event Round	Version		
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Event Currency: US Dollar
Bids allowed in other currency: No

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ReqYes Mandatory ResponseNo

Response Comments

Associated Terms:

Subcontracting

The Contractor shall not assign this Contract or enter into a subcontract for any of the goods or services provided under this Contract without obtaining the prior written approval of the Central Procurement Office. Notwithstanding any use of approved subcontractors, the Contractor shall be the prime contractor and shall be responsible for all work provided.

Technical Assistance

Enter the name, address, and telephone number of the technician or service representative in the space provided below.

- List the Name of the Technician/Service Representative
 - List the Technician/Service Representative Address
 - List the Technician/Service Representative Phone Number
 - List the Technician/Service Representative Toll Free Phone Number
 - List the Technician/Service Representative Pager or Cell Number
 - List the Technician/Service Representative Email Address
 - List the Technician/Service Representative Website
- Required: Yes Mandatory ResponseNo

Response Comments

Associated Terms:

Technical Assistance

The vendor/contractor will furnish telephone technical assistance for the type of equipment or services requested within the time frame listed in the attached specifications following and without additional cost to the state.

Enter the name, address, and telephone number of the technician or service representative in the space provided below.

Please list the following information regarding your company's contract administrator.

List the Contract Administrator's Name



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Event Round	Version		
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Phone: 615/741-9588
Email: Sharon.Pope@tn.gov

Event Currency: US Dollar
Bids allowed in other currency: No

- List the Contract Administrator's Address
- List the Contract Administrator's Phone Number
- List the Contract Administrator's Toll Free Phone Number
- List the Contract Administrator's Pager or Cell Number
- List the Contract Administrator's Email Address
- List the Contract Administrator's Website
 Required: Yes Mandatory ResponseNo

Response Comments

Associated Terms: **Vendor Contract Administrator**
 The bidder shall list their company's Contract Administrator. The Contract Administrator shall be the contact person for all questions regarding the contract. Note: The bidder can attach a list of alternate personnel to contact to the bid.

The bidder shall indicate their standard warranty period

List the Standard Warranty Period
 Required: Yes Mandatory ResponseNo

Response Comments

Associated Terms: **Warranty Period**
 Bidder shall indicate their standard warranty period

Please complete the attached form, included with the Terms and Conditions document, and attach all pertinent documentation regarding your company's efforts to achieve diversity business participation. This information must be submitted with the bid document and monthly thereafter until a reasonable level of diversity business participation is achieved.

Confirm below that you have completed this attached form by choosing, "Yes".
 Required: Yes Mandatory Response:Yes Yes



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Event ID	Format	Type	Page
31701-0000009160	Sell	RFx	6
Event Round	Version		
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Event Name			
ServiceNow Software As A Service (SAAS)			
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11/05/2015 13:00:00 CST		11/16/2015 14:00:00 CST	

Event Currency: US Dollar
Bids allowed in other currency: No

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Phone: 615/741-9588
Email: Sharon.Pope@tn.gov

Response Comments

Please answer yes or no to the following. If "yes", describe using additional pages and attach to the Response including any relevant details:

- (a) is the Respondent presently debarred, suspended, proposed for debarment, or voluntarily excluded from covered transactions by any federal or state department or agency;
- (b) has the Respondent within the past three (3) years, been convicted of, or had a civil judgment rendered against the contracting party from commission of fraud, or a criminal offence in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or grant under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) is the Respondent presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses detailed above; and
- (d) has the Respondent within a three (3) year period preceding the contract had one or more public transactions (federal, state, or local) terminated for cause or default.

Required: Yes Mandatory Response No

Response Comments



Event Details (cont.)

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Event Round	Version		
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Event Name			
ServiceNow Software As A Service (SAAS)			
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11/05/2015 13:00:00 CST		11/16/2015 14:00:00 CST	

Bidder: State of Tennessee
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Contact: Sharon L Pope
Phone: 615/741-9588
Email: Sharon.Pope@tn.gov

Event Currency: US Dollar
Bids allowed in other currency: No

Line: 4 **Item ID:** **Line Qty:** 60.00 **UOM:** Month
Required: Yes **Reserve Price:** No
Required: Yes **Mandatory Response:** No
Description: ServiceNow Additional Non-Production Instance

Bid Qty:

Response Comments	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>

Required: Yes **Mandatory Response:** No

Response Comments

Line: 5 **Item ID:** **Line Qty:** 25.00 **UOM:** Each
Required: Yes **Reserve Price:** No

Bid Qty:

Description: ServiceNow System Administration Training (3 days) - On-Site Class (per attendee, minimum 5 attendees)

Question	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>

Required: Yes **Mandatory Response:** No

Response Comments

Line: 6 **Item ID:** **Line Qty:** 262.00 **UOM:** Hour
Required: Yes **Reserve Price:** No

Bid Qty:

Description: Consultant, Engagement Manager

Question	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>

Required: Yes **Mandatory Response:** No

Response Comments



Event Details (cont.)

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Event ID	Format	Type	Page
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Event Round	Version		
1	1		
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ServiceNow Software As A Service (SAAS)			
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11/05/2015 13:00:00 CST		11/16/2015 14:00:00 CST	

Event Currency: US Dollar
Bids allowed in other currency: No

Bidder: State of Tennessee
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Line: 7 **Item ID:** **Line Qty:** 300.00 **UOM:** Hour
Required: Yes **Reserve Price:** No

Bid Qty:

Description: Consultant, Technical

Question	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>
Required: Yes Mandatory Response: No				

Response Comments

Line: 8 **Item ID:** **Line Qty:** 40.00 **UOM:** Hour
Required: Yes **Reserve Price:** No

Bid Qty:

Description: Consultant, Business Process

Question	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>
Required: Yes Mandatory Response: No				

Response Comments

Line: 9 **Item ID:** **Line Qty:** 80.00 **UOM:** Hour
Required: Yes **Reserve Price:** No

Bid Qty:

Description: Consultant, Integration

Question	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>
Required: Yes Mandatory Response: No				

Response Comments



Event Details (cont.)

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31701-0000009160	Sell	RFx	10
Event Round	Version		
1	1		
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ServiceNow Software As A Service (SAAS)			
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Event Currency: US Dollar
Bids allowed in other currency: No

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Line: 10 **Item ID:** **Line Qty:** 1.00 **UOM:** Each
Required: Yes **Reserve Price:** No

Bid Qty:

Description: Quickstart IPCC (Incident Management, Problem Management, Change Management and Configuration Management) and Service Catalog , includes 5 requests

Question	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>
Required: Yes Mandatory Response: No				

Response Comments

Line: 11 **Item ID:** **Line Qty:** 5.00 **UOM:** Each
Required: Yes **Reserve Price:** No

Bid Qty:

Description: Quickstart for Service Catalog Additional Requests

Question	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>
Required: Yes Mandatory Response: No				

Response Comments

Line: 12 **Item ID:** **Line Qty:** 10.00 **UOM:** Each
Required: Yes **Reserve Price:** No

Bid Qty:

Description: Training Class, Price Per Student

Question	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>
Required: Yes Mandatory Response: No				

Response Comments



Event Details (cont.)

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1	1		
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Event Currency: US Dollar
Bids allowed in other currency: No

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Line: 13 **Item ID:** **Line Qty:** 12.00 **UOM:** Each
Required: Yes **Reserve Price:** No

Bid Qty:

Description: Training Class, Price Per Student

Question	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>
Required: Yes Mandatory Response: No				

Response Comments

Line: 14 **Item ID:** **Line Qty:** 5.00 **UOM:** Each
Required: Yes **Reserve Price:** No

Bid Qty:

Description: Training Class, Price Per Student

Question	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>
Required: Yes Mandatory Response: No				

Response Comments

Line: 15 **Item ID:** **Line Qty:** 1.00 **UOM:** Each
Required: Yes **Reserve Price:** No

Bid Qty:

Description: ServiceNow Service Management Suite Approver Licenses

Question	UOM	Best	Worst	Response
What is the unit price of this item?				<input type="text"/>
Required: Yes Mandatory Response: No				

Response Comments



Event Details (cont.)

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1	1		
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Bids allowed in other currency: No

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Contact: Sharon L Pope
Phone: 615/741-9588
Email: Sharon.Pope@tn.gov

Bidder Information

Firm Name:		
Name:	Signature:	Date:
Phone #:	Fax #:	
Street Address:		
City & State:	Zip Code:	
Email:		



Event Details (cont.)

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Email: Sharon.Pope@tn.gov

Appendix B - Terms & Conditions

1. The undersigned acknowledges that all submitted information and documentation will become the property of the state of Tennessee. The undersigned also affirms that the information given above is true, accurate, and includes pertinent information necessary to identify and explain the operation of this organization to the best of my knowledge and is in no way misleading.

2. Should any data change in the future, the Supplier agrees to immediately submit the correct information electronically through the state's Supplier Portal or the information will be submitted in writing and mailed to one of the following addresses:

If the supplier is actively bidding but has not yet been awarded a purchase order or contract, please submit changes to the following address:

Tennessee Department of General Services
Purchasing Division
3rd Floor Tennessee Tower
Nashville, TN 37243

If the supplier is currently doing business with the state please submit changes to the following address:

Department of Finance and Administration

3. No person on the grounds of handicap or disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal and/or Tennessee State constitutional and/or statutory law shall be excluded from participation in, or denied benefits of, or be otherwise subjected to discrimination in the performance of the Contract or in the employment practices of the Contractor. The Contractor shall, upon request, show proof of such non-discrimination, and shall post in conspicuous places, available to employees and applicants, notices of non-discrimination.

4. The undersigned acknowledges that all submitted information and documentation will become the property of the state of Tennessee. The undersigned also affirms that he/she is a legal citizen of the United States or Permanent Resident Alien and that the information given above is true, accurate, and includes pertinent information necessary to identify and explain the operation of this organization to the best of my knowledge and is in no way misleading.