

August 8, 2017

CLARIFICATIONS No 2

Re: Solicitation No. 7006536 Service Now Software, Installation, and Professional Services

Please be advised of the following clarifications to the above referenced Solicitation.

1. Are SBE bids or SBE joint venture bids automatically prioritized above non-SBE bids?

No. SBE bids are not prioritized over non SBE bids.

2. What is the evaluation criteria to be used for reviewing responses to this solicitation?

Because this is a bid we evaluate based on low price then responsiveness of the bid.

3. Is Form 1295 only required following award of the contract, or is it required in the bid response?

The Form 1295 will be required only after award and Board approval.

4. Is the existing ServiceNow deployment hosted on-premise or offsite by a third party?

ServiceNow hosts the instance.

5. What version of ServiceNow is your current deployment? What is the desired version for production, if different?

Geneva, Istanbul

6. It is noted that the PoC is functioning currently, and that the "SOW is meant to satisfy project roll out to production." Our assumption is that this means the PoC is in a non-production environment, is this correct?

The POC is currently the Production environment but has not gone live. We will be cloning the Production to test environment.

7. In Section 3.1, the modules of ServiceNow to be deployed are listed, and some of them have "% complete" data referenced in Section 2.1. The exceptions are as follows: 3.1.5 Configuration Management; 3.1.9 Service Mapping; 3.1.10 Event Management. Are we to assume 0% complete on these specific modules?

That is correct

8. Because the initial PoC was already provided to you, how much of the existing deployment do you expect to be reusable/leveraged in the production rollout?

Most of it if not all.

9. How many users will require access to ServiceNow?

I believe this Information is in the Request for bid by user types.

10. What is your expectation around overall implementation timeline? Your expectation will directly impact the schedule and budget associated with our response.

Incident Management: 30 days

Change Management: 30 days

Problem Management: 60 days

Request Management: 90 day

ServiceWatch: 180 days

GRC: 180 days

11. Do you expect to receive resumes for the anticipated delivery resources as part of the supplier response? If so, is there a desired format and/or specific location in the response where you prefer they be included?

We did not specifically ask for resumes in the Request for Bid but the Board reserves the right to request resumes.

NOTE: A copy of this questions and clarifications shall be acknowledged by appropriate signature and attached to the submitted proposal.

Company Name

Signed Date

If you have any questions regarding this matter, contact during normal working hours (8:00 AM to 4:30 PM, Monday through Friday) at 972-973-5620 (p), 972-973-5601 (f) or at the email address of Shhamilton@dfwairport.com.

Sincerely,

Shannon Hamilton

Shannon Hamilton
Procurement and Materials Management Department