

**Questions & Answers #1– PQD Provision of support and implementation services for the ESM ServiceNow IT/05/SN/RYPH/2019**

**IMPORTANT: change to the selection criteria**

**The ESM has removed the following requirements under Annex 2, section 2.2 Technical or professional ability, item 4:**

4	Pass/Fail	<p>Confirm the Candidate has at least <b>one (1) application</b> in the <u>ServiceNow</u> store with a rating of four (4) stars or higher</p> <ul style="list-style-type: none"> <li>• Confirmation of Pass or Fail and,</li> <li>• As evidence, link to the respective app in the SN app store.</li> </ul>
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**The amended PQD (29/04/2019) is available on the ESM website. Changes are in red.**

**The PQD closing deadline is extended to Monday 13/05/2019, 11:00, Luxembourg time.**

<b>Q1</b>	<b>Is the 1.2 M€ revenue requirement applicable to ServiceNow activities only or can it cover other Application Development/Support activities supported by the supplier?</b>
<b>A1</b>	The required global revenue of €1.2M in each of its last two more recent completed fiscal years refers to the provision of services of <b>similar</b> size, scope and complexity. Therefore, it can cover other Application Development/Support activities supported by the Candidate.
<b>Q2</b>	<b>Like many other ServiceNow integrators, we have contributed to many custom development activities for clients on the ServiceNow platform. However, for IP reasons required by client, these applications have not been converted to applications generally available through the ServiceNow store. Is the rating on Appstore the only criteria used by the ESM to value Tenderer applications development capabilities? Should this will be seen as an exclusion criterion?</b>
<b>A2</b>	The ESM has removed this requirement from the selection criteria. See 'Important' notice above.
<b>Q3</b>	<b>If the rating on Appstore is an exclusion criteria used by the ESM to value Tenderer applications development capabilities, how can the ESM rely on this rating given the fact that for some applications used by the ESM and listed on the Appstore only one reviewer contributed to the advertised rating?</b>
<b>A3</b>	The ESM has removed this requirement from the selection criteria. See 'Important' notice above.
<b>Q4</b>	<b>We could not find reference on the AppStore for some applications used by the ESM and which are supposed to be distributed through the store, eg Cubicles4U and Facilities4U. Can you share more information about this component or have these applications been removed in the meantime from the store by the vendor?</b>
<b>A4</b>	While the ESM signed for Facility4u, the provider has rebranded the App to "4Facility". Cubicles4U is active at the ESM but discontinued, as it will become part of "4Facility".
<b>Q5</b>	<b>The ESM indicated that an estimate effort of 50 hours/month should be considered for "Support" services. Can the ESM share some information of current workload concerning "Implementation" services and setup of current team?</b>
<b>A5</b>	The ESM has used between 1,000 and 1,500 hours per year in the last two years. The numbers shall not be considered as indication for future needs. This is subject to requirements and budget availability. The ESM is not imposing a setup for the Candidate's team. It is up to the Candidate to organise and propose their team in order to deliver the requested services in the most efficient way.

Q6	Can the ESM share the distribution of tickets/requests which have been handled over the past 12 months by current Level 2 (e.g. description of requests, proposed resolution, ..)?
A6	Further details will be disclosed at the later stage of the process.
Q7	<p>We do not have applications in the ServiceNow store and as such we “fail” here.</p> <p>Does this imply that we cannot further continue in the process?</p>
A7	<p>The ESM has removed this requirement from the selection criteria. See ‘Important’ notice above.</p> <p>Candidates must meet all ‘pass/fail’ criteria stated in Annex 2, points 2.1, 2.2, 2.3 to be able to be successful in the pre-qualification stage.</p>