Questions & Answers #2– PQD Provision of support and implementation services for the ESM ServiceNow IT/05/SN/RYH/2019

Q1	**Which customizations have been made on the currently implemented scope?**
A1	The main customisations installed on the ESM ServiceNow are listed in Annex 1, Terms of reference, point 2. Aside from those, we try to stick close to the 'out-of-the box' to avoid issues with the bi-annual updates done by ServiceNow.

Q2	**Which modules/applications is the ESM using for the ticketing functionality for:**
	    a. **Commercial Legal & Procurement**
	    b. **Corporate Governance & Internal Policies**
	    c. **Funding**

A2	We use individualised versions of the Request module.
Q3	**Which modules/applications is the ESM using for the workflow functionality for HR?**
A3	The workflow is based on Request Items.
Q4	**Which modules of the ServiceNow platform are used outside of ITSM, HR and FM?**
A4	Test Management, Agile and Performance Analytics could be seen as other modules.
Q5	**What is the current ServiceNow version used at the ESM (e.g. Kingston, London, Madrid...)?**
A5	We plan to migrate from Kingston to Madrid in the coming weeks, skipping London.
Q6	**Which integrations are built with other software products that need to be maintained (e.g. AD, SCCM, SAP, Jira...)?**
A6	In addition to these listed in point 2, Annex I Terms of reference, we have a link from AD to deactivate users.
Q7	**Which additional scope / functionality is foreseen or planned & confirmed?**
A7	Currently, we have no large requirements pending.
Q8	**Is there a ServiceNow roadmap within the ESM?**
A8	Currently not, we usually plan 3-5 months in advance.
Q9	**Who is the platform owner?**
A9	We use the 'SaaS' model from ServiceNow.
Q10	**What is the effort estimate of 50 hours of support work / month based on?**
A10	It is based on average effort of the last 2 years combined with estimate of growth.
Q11	**Can we get an indication of the average # of tickets per module (e.g. Incident, Problem, Change etc.) registered during the last 6-12 months?**
A11	See the answer to Q6 in Q&A 1.
Q12	**Can you clarify the need for 5 Subject Matter Experts per functional area?**
A12	The purpose is to establish a knowledge community at the ESM.
Q13	**Is the ESM using the ServiceNow Automated Test Framework (ATF)?**
A13	Currently not.
Q14	**Is the ESM using the Knowledge Management module?**

A14	Only a few articles, we rely on SharePoint to make information available.
Q15	**Which ITIL/ITSM processes are currently implemented within the ESM on the ServiceNow platform?**
A15	Further details will be provided at the later stage of the process.
Q16	**What is the average number of unresolved tickets (e.g. over a period of 6-12 months) that need to be transferred from the Existing Provider to the Service Provider as part of the Transition Period?**
A16	Further details will be provided at the later stage of the process.
Q17	**How does the Service Provider prove that the ESM ServiceNow solution has successfully been taken-over at the end of the Transition Period (I see a risk in the belief that transition will only take 1 month – the following description of the Transition Period only even mentions 3 weeks)**
A17	Based on their upfront experience and knowledge of the Solution, the Service Provider shall demonstrate that all necessary tasks have been successfully implemented, and that the Solution is fully operational after the Transition Period. The Transition Period will take in principle 1 month as stated in the Terms of Reference. The ESM, acting reasonably, will then sign-off the closure of the Transition Period.
Q18	**With reference to Annex 2, Section 2.2 "Technical or professional ability", question 2 :** **Given the fact that we very often collaborate with Business Partners in similar projects, are we allowed to submit references of Business Partners?**
A18	If the candidate intends to use business partners (third parties) to rely on their capacities in order to fulfil the selection criteria (e.g. submit references of business partners), this is possible but in such case, should you be awarded the contract, such business partners will need to perform the services of the contract for which these capacities are required and were assessed by the ESM. You will need to declare the third parties in your application and explain the relationship between the candidate (bidding company) and such third party and prove to the ESM that you will indeed have at your disposal such capacities (e.g. the required resources) by producing for example a commitment by those third parties to that effect. For the purposes of the contract such third parties will be considered your subcontractors. For other cases when you wish to use third parties, please consult point 4.5 of the PQD for further information on the requirements and documents to be presented. Note also that the ESM will sign one contract only with the selected candidate (bidding company). Any arrangement the candidate has with third parties to perform the services of the contract is the responsibility of the candidate.