

**Questions & Answers 1– Provision of Support and Implementation services for the ESM
ServiceNow IT/06/SN/MC/23**

Question n°1	Can you please share with us the average effort for change requests? Similarly, can you please share with us the average effort for incidents?
Answer n°1	We do not keep track of this information but we would estimate that the majority of tickets usually get closed between 1 to 4 hours.
Question n°2	RFP, section 3, page 20, should the following text: "As of the start of the implementation of Transition Period, the Service Provider will be fully responsible for any (new and existing) tickets raised in ServiceNow", read instead "As of the end of the implementation of Transition Period, the Service Provider will be fully responsible for any (new and existing) tickets raised in ServiceNow"? Can you please confirm?
Answer n°2	No, the wording in the RFP is correct. From the start of the implementation we expect the new provider to take care of all tickets.
Question n°3	Can you provide the information about employees of the incumbent contractor as stated in section 4.9 of the RFP Transfer of Undertakings "The Candidates are therefore invited, if deemed appropriate and if not already included in the procurement documents, to request the ESM to provide any necessary information regarding the Employees. The ESM reserves the right to answer questions at a later stage of the procurement procedure if deemed appropriate in the ESM's sole discretion."
Answer n°3	Section on Transfer of Undertakings is standard in all our procurement documents. Please note that it applies only if the award of the contract triggers the application of these provisions (this is not automatic). In the event these provisions apply, the details should be discussed and organised directly between the new service provider and the incumbent provider and the ESM is not involved in such discussions. Taking into consideration the type of services procured under the procurement procedure in question, it is the view of the ESM that it is unlikely that the provisions regarding the Transfer of Undertakings would apply.
Question n°4	RFP, section 6, page 22, can you please clarify in which criterion should the candidate propose additional KPIs?
Answer n°4	Under the technical quality award criteria #3 Delivery of support and implementation services, incl. SLA and warranty period.
Question n°5	RFP, section 2, page 27, there seems to be an overlap between criterion 1 and criterion 3, as both require the candidate to describe mostly the same points about the transition (risks, dependencies, timeline, team, etc.). Can you please confirm that the overlap is as intended and hence the same text should be repeated in both criteria, or is this a clerical error? If so, then can you please correct the award criteria?
Answer n°5	Indeed some wording in Criteria #3 was added by mistake as it related to Criteria #1. Criteria #1 is about the transition at contract start. Criteria #3 is about the ongoing support and implementation services following the transition. Please see the changes in red in the revised RFP document attached.
Question n°6	Can you confirm whether there is a template for the technical proposal? Are there any page limits or specific formats to be taken into account (e.g., font, margins).
Answer n°6	There is no template for your response and no page limits, however we encourage Candidates to be as concise as possible whilst addressing each point and providing sufficient information to explain your proposal as explained in Section 5 Structure of the Proposal.
Question n°7	

Answer n°7	The footnote was on the previous page. This has been rectified, please see the tracked changes.
Question n°8	How many ServiceNow-related (ITSM,CMDB,WSD, HRSD, etc.) Incidents, Changes, Requests, and Cases are closed by the incumbent/current ServiceNow platform team per month and yearly module-wise?
Answer n°8	Approximately 300 tickets are closed annually, 70% for IT, 30% for FM.
Question n°9	How many P1 (Critical) and P2 (Major) tickets are reported in a year for ServiceNow-related?
Answer n°9	None since the introduction of ServiceNow in 2016.
Question n°10	Can this team a mix of Onshore, Nearshore and Offshore? are there any location constraint that we need to know?
Answer n°10	There are no constraints regarding the location of the Service Provider personnel which is to perform services referred to in Annex 1 – Terms of Reference to the RfP document. Please note, however, that as per Article 3.6 of the RfP document, the ESM may request the preferred Candidate to provide any information the ESM deems necessary to assess any potential risks related to data protection, data location, IT security, information security and legal and regulatory matters which may differ depending on the location of the Service Provider personnel. In case the ESM deems, in its sole discretion acting reasonably, the level of risk as too high, the Candidate will be excluded from the procurement procedure.
Question n°11	Is there an SLA penalty enabled for the service provider part of the engagement? If yes, could you please advise the SLA(s) in place?
Answer n°11	Please refer to Appendix E: Service Level Agreement to the Framework Agreement template set forth in Annex 5 – ESM Draft Agreement to the RfP document.
Question n°12	What would the appromixate number of backlog ServiceNow related (ITSM,CMDB,WSD, etc.) Incidents, Changes, Requests, and Cases open and that is required for the Service Provider to cater as soon the project starts?
Answer n°12	Our best estimate would be less than 10 open tickets.
Question n°13	Could you please advise that ESM has a Service Desk that works 24*7?
Answer n°13	The ESM has a 24/7 reachable Helpdesk which is in the office from 7:00 to 19:00. For the remaining time, support is provided remotely.
Question n°14	Has ESM got an established On Call process to contact the ServiceNow On Call team during the P1 ServiceNow issues?
Answer n°14	There has been no P1 or P2 tickets so there is not an established process.
Question n°15	What is the number of hours allocated for the platform enhancement activities per month?
Answer n°15	There is no fixed number of hours foreseen. The provider can of course suggest platform enhancements which will then be evaluated against budget and other demands.
Question n°16	Please confirm if ESM has the required ServiceNow Business Analyst/ SCRUM Master in place to track and manage the adhoc development?
Answer n°16	The ESM is a small organisation with no dedicated ServiceNow team.
Question n°17	What is the Servicenow Platform upgrade timeline or period in place?
Answer n°17	We follow the usual ServiceNow cycle without any problems. We prefer to wait for the first few bugfixes before switching to a new version.
Question n°18	What would the appromixate adhoc development backlog for ServiceNow related (ITSM,CMDB,WSD, etc.) open and that is required for the Service Provider to cater as soon the project starts?
Answer n°18	We do not expect to have any significant backlog development open by the time of the handover. All major developments in the past were closed in less than six weeks.
Question n°19	Please advise the overall contract period for the Support Services and Implementation Services?

Answer n°19	The duration of the Framework Agreement is 4 years, during which the ESM may request both Support Services and Implementation Services, which, as described in Annex 5 - ESM Draft Agreement to the RFP document, will be performed under Contracts, except for ad hoc individual assignments of 16 hours or less, which may be performed directly under the Framework Agreement. Whilst Article 4.2 of the Framework Agreement template stipulates that it will continue to apply to Contracts whose end date falls after the end date of the Framework Agreement, the ESM does not anticipate concluding Contracts whose end date falls after the end date of the Framework Agreement.
Question n°20	Could ESM please advise what is the current number of Support & Implementation resources in place from the incumbent team and roles?
Answer n°20	It is for the Candidates to propose the team/resources based on the TOR and clarifications provided in this Q&A.
Question n°21	Can the ESM please provide a list of third party applications in use at the ESM and confirm whether they have associated support contracts?
Answer n°21	Third Party ServiceNow applications are provided in Annex 1 of the RFP. We do not have currently third party associated support contract. We do not expect the Service Provider to maintain these applications beyond business as usual.
Question n°22	Can the ESM please confirm whether a migration to WSD has been done or whether the FM module is still in use?
Answer n°22	The migration is finished, the FM module is not in use.