



State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

# Solicitation

NUMBER
ISCN0098

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
KRISTA FERRELL 304-558-2596

V E N D O R	RFQ COPY
	TYPE NAME/ADDRESS HERE
	GAK3 Inc.
	1118 20th Street, Suite 211 Parkersburg, WV 26101

S H I P T O	DEPARTMENT OF ADMINISTRATION
	WVOT NETWORKING SUPERVISOR
	1900 KANAWHA BLVD. E.
	BUILDING 5, 10TH FLOOR CHARLESTON, WV 25305 304-558-5472

DATE PRINTED
06/06/2013

BID OPENING DATE:

06/27/2013

BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		205-43	\$42,000	1
PERIPHERAL DEVICES AND ACCESSORIES, COMPUTER SYSTEM						
REQUEST FOR QUOTATION (RFQ)						
THE WEST VIRGINIA STATE PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA OFFICE OF TECHNOLOGY, IS SOLICITING BIDS TO PROVIDE THE AGENCY WITH AN INVENTORY MANAGEMENT SYSTEM PER THE ATTACHED SPECIFICATIONS.						
***** THIS IS THE END OF RFQ ISCN0098 ***** TOTAL:						\$42,000

RECEIVED

2013 JUL -3 AM 10:00

WV PURCHASING  
DIVISION

SIGNATURE	<i>Asy L. Kyle</i>	TELEPHONE	304-916-1797	DATE	7-2-13
TITLE	Founder	FEB	20-0062017	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

### INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. **REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.
2. **MANDATORY TERMS:** The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.
3. **PREBID MEETING:** The item identified below shall apply to this Solicitation.

☒ A pre-bid meeting will not be held prior to bid opening.

☐ A NON-MANDATORY PRE-BID meeting will be held at the following place and time:

☐ A MANDATORY PRE-BID meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one person attending the pre-bid meeting may represent more than one Vendor.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. The State will not accept any other form of proof or documentation to verify attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing. Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required

information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in, but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. **VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Question Submission Deadline: Monday, June 17, 2013 at 5:00 PM EST

Submit Questions to:

Krista S. Ferrell, Buyer Supervisor

2019 Washington Street, East

P.O. Box 50130

Charleston, WV 25305

Fax: 304-558-4115

Email: krista.s.ferrell@wv.gov

5. **VERBAL COMMUNICATION:** Any verbal communication between the Vendor and any State personnel is not binding, including that made at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.
6. **BID SUBMISSION:** All bids must be signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The bid delivery address is:

Department of Administration, Purchasing Division  
2019 Washington Street East  
P.O. Box 50130,  
Charleston, WV 25305-0130

The bid should contain the information listed below on the face of the envelope or the bid may not be considered:

SEALED BID

BUYER: \_\_\_\_\_  
 SOLICITATION NO.: \_\_\_\_\_  
 BID OPENING DATE: \_\_\_\_\_  
 BID OPENING TIME: \_\_\_\_\_  
 FAX NUMBER: \_\_\_\_\_

In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus n/a convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE:    ☐ Technical  
                   ☐ Cost

7. **BID OPENING:** Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when time stamped by the official Purchasing Division time clock.

Bid Opening Date and Time:

Thursday, June 27, 2013 at 1:30 PM EST

Bid Opening Location:

Department of Administration, Purchasing Division  
 2019 Washington Street East  
 P.O. Box 50130,  
 Charleston, WV 25305-0130

8. **ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.
9. **BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.



GENERAL TERMS AND CONDITIONS:

1. **CONTRACTUAL AGREEMENT:** Issuance of a Purchase Order signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.
2. **DEFINITIONS:** As used in this Solicitation / Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation / Contract.
  - 2.1 "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.
  - 2.2 "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods and services requested in the Solicitation.
  - 2.3 "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.
  - 2.4 "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.
  - 2.5 "Purchase Order" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the successful bidder and Contract holder.
  - 2.6 "Solicitation" means the official solicitation published by the Purchasing Division and identified by number on the first page thereof.
  - 2.7 "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.
  - 2.8 "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. **CONTRACT TERM; RENEWAL; EXTENSION:** The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☐ **Term Contract**

**Initial Contract Term:** This Contract becomes effective on

and extends for a period of  year(s).

**Renewal Term:** This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal must be submitted to the Purchasing Division Director thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to  successive one (1) year periods. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

**Reasonable Time Extension:** At the sole discretion of the Purchasing Division Director, and with approval from the Attorney General's office (Attorney General approval is as to form only), this Contract may be extended for a reasonable time after the initial Contract term or after any renewal term as may be necessary to obtain a new contract or renew this Contract. Any reasonable time extension shall not exceed twelve (12) months. Vendor may avoid a reasonable time extension by providing the Purchasing Division Director with written notice of Vendor's desire to terminate this Contract 30 days prior to the expiration of the then current term. During any reasonable time extension period, the Vendor may terminate this Contract for any reason upon giving the Purchasing Division Director 30 days written notice. Automatic extension of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases, but Attorney General approval may be required.

- ☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within  days.
- ☒ **One Time Purchase:** The term of this Contract shall run from the issuance of the Purchase Order until all of the goods contracted for have been delivered, but in no event shall this Contract extend for more than one fiscal year.
- ☐ **Other:** See attached.

4. **NOTICE TO PROCEED:** Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Purchase Order will be considered notice to proceed
5. **QUANTITIES:** The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.
- ☐ **Open End Contract:** Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.
  - ☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.
  - ☒ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.
  - ☐ **One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.
6. **PRICING:** The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.
7. **EMERGENCY PURCHASES:** The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.
8. **REQUIRED DOCUMENTS:** All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.
- ☐ **BID BOND:** All Vendors shall furnish a bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

- [ ] **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of [ ]. The performance bond must be issued and received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.
- [ ] **LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be issued and delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable.

- [ ] **MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.
- [ ] **WORKERS' COMPENSATION INSURANCE:** The apparent successful Vendor shall have appropriate workers' compensation insurance and shall provide proof thereof upon request.
- [ ] **INSURANCE:** The apparent successful Vendor shall furnish proof of the following insurance prior to Contract award:

- [ ] **Commercial General Liability Insurance:**

[ ] [ ] or more.

- [ ] **Builders Risk Insurance:** builders risk – all risk insurance in an amount equal to 100% of the amount of the Contract.

[ ]

[ ]

[ ]

[ ]

[ ]

The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed above.

- [ ] **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

[ ]

[ ]

[ ]

[ ]

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

9. **LITIGATION BOND:** The Director reserves the right to require any Vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater. The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All litigation bonds shall be made payable to the Purchasing Division. In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.
10. **ALTERNATES:** Any model, brand, or specification listed herein establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.
11. **EXCEPTIONS AND CLARIFICATIONS:** The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or

other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. **LIQUIDATED DAMAGES:** Vendor shall pay liquidated damages in the amount

	for	

This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

13. **ACCEPTANCE/REJECTION:** The State may accept or reject any bid in whole, or in part. Vendor's signature on its bid signifies acceptance of the terms and conditions contained in the Solicitation and Vendor agrees to be bound by the terms of the Contract, as reflected in the Purchase Order, upon receipt.
14. **REGISTRATION:** Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee if applicable.
15. **COMMUNICATION LIMITATIONS:** In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.
16. **FUNDING:** This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.
17. **PAYMENT:** Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To."
18. **UNIT PRICE:** Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.
19. **DELIVERY:** All quotations are considered freight on board destination ("F.O.B. destination") unless alternate shipping terms are clearly identified in the bid. Vendor's listing of shipping terms that contradict the shipping terms expressly required by this Solicitation may result in bid disqualification.
20. **INTEREST:** Interest attributable to late payment will only be permitted if authorized by the West Virginia Code. Presently, there is no provision in the law for interest on late payments.
21. **PREFERENCE:** Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia Code of State Rules. A Resident Vendor Certification form has been attached hereto to allow Vendor to apply for the preference. Vendor's



failure to submit the Resident Vendor Certification form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

22. **SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid on or after July 1, 2012, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to submission of its bid to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.
23. **TAXES:** The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
24. **CANCELLATION:** The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-7.16.2.
25. **WAIVER OF MINOR IRREGULARITIES:** The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.
26. **TIME:** Time is of the essence with regard to all matters of time and performance in this Contract.
27. **APPLICABLE LAW:** This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.
28. **COMPLIANCE:** Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendors acknowledge that they have reviewed, understand, and will comply with all applicable law.
29. **PREVAILING WAGE:** On any contract for the construction of a public improvement, Vendor and any subcontractors utilized by Vendor shall pay a rate or rates of wages which shall not be less than the fair minimum rate or rates of wages (prevailing wage), as established by the West Virginia Division of Labor under West Virginia Code §§ 21-5A-1 et seq. and available at <http://www.sos.wv.gov/administrative-law/wagerates/Pages/default.aspx>. Vendor shall be responsible for ensuring compliance with prevailing wage requirements and determining when prevailing wage



requirements are applicable. The required contract provisions contained in West Virginia Code of State Rules § 42-7-3 are specifically incorporated herein by reference.

- 30. ARBITRATION:** Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.
- 31. MODIFICATIONS:** This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary, no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). **No Change shall be implemented by the Vendor until such time as the Vendor receives an approved written change order from the Purchasing Division.**
- 32. WAIVER:** The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.
- 33. SUBSEQUENT FORMS:** The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.
- 34. ASSIGNMENT:** Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.
- 35. WARRANTY:** The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.
- 36. STATE EMPLOYEES:** State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.
- 37. BANKRUPTCY:** In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.

- 38. HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at <http://www.state.wv.us/admin/purchase/vrc/hipaa.html> and is hereby made part of the agreement provided that the Agency meets the definition of a Covered entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the Vendor. Additionally, the HIPAA Privacy, Security, Enforcement & Breach Notification Final Omnibus Rule was published on January 25, 2013. It may be viewed online at <http://www.gpo.gov/fdsys/pkg/FR-2013-01-25/pdf/2013-01073.pdf>. Any organization, that qualifies as the Agency's Business Associate, is expected to be in compliance with this Final Rule. For those Business Associates entering into contracts with a HIPAA Covered State Agency between January 25, 2013 and the release of the 2013 WV State Agency Business Associate Agreement, or September 23, 2013 (whichever is earlier), be advised that you will be required to comply with the 2013 WV State Agency Business Associate Agreement. For those Business Associates with contracts with a HIPAA Covered State Agency executed prior to January 25, 2013, be advised that upon renewal or modification, you will be required to comply with the 2013 WV State Agency Business Associate Agreement no later than September 22, 2014.
- 39. CONFIDENTIALITY:** The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/default.html>.
- 40. DISCLOSURE:** Vendor's response to the Solicitation and the resulting Contract are considered public documents and will be disclosed to the public in accordance with the laws, rules, and policies governing the West Virginia Purchasing Division. Those laws include, but are not limited to, the Freedom of Information Act found in West Virginia Code § 29B-1-1 et seq.

If a Vendor considers any part of its bid to be exempt from public disclosure, Vendor must so indicate by specifically identifying the exempt information, identifying the exemption that applies, providing a detailed justification for the exemption, segregating the exempt information from the general bid information, and submitting the exempt information as part of its bid but in a segregated and clearly identifiable format. Failure to comply with the foregoing requirements will result in public disclosure of the Vendor's bid without further notice. A Vendor's act of marking all or nearly all of its bid as exempt is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor's act of marking a bid or any part thereof as "confidential" or "proprietary" is not sufficient to avoid disclosure and WILL NOT BE HONORED. In addition, a legend or other statement indicating that all or substantially all of the bid is exempt from disclosure is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor will be required to defend any claimed exemption for nondisclosure in the event of an administrative or judicial challenge to the State's nondisclosure. Vendor must indemnify the State for any costs incurred related to any exemptions claimed by Vendor. Any questions regarding the applicability of the various public records laws should be addressed to your own legal counsel prior to bid submission.

41. **LICENSING:** In accordance with West Virginia Code of State Rules §148-1-6.1.7, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.
42. **ANTITRUST:** In submitting a bid to, signing a contract with, or accepting a Purchase Order from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.
43. **VENDOR CERTIFICATIONS:** By signing its bid or entering into this Contract, Vendor certifies (1) that its bid was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid for the same material, supplies, equipment or services; (2) that its bid is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this RFQ in its entirety; understands the requirements, terms and conditions, and other information contained herein. Vendor's signature on its bid also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

The individual signing this bid on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

44. **PURCHASING CARD ACCEPTANCE:** The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

☐ Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

45. **VENDOR RELATIONSHIP:** The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting,

supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, *etc.* and the filing of all necessary documents, forms and returns pertinent to all of the foregoing. Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

46. **INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.
47. **PURCHASING AFFIDAVIT:** In accordance with West Virginia Code § 5A-3-10a, all Vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of \$1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.
48. **ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE:** This Contract may be utilized by and extends to other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"). This Contract shall be extended to the aforementioned Other Government Entities on the same prices, terms, and conditions as those offered and agreed to in this Contract. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.
49. **CONFLICT OF INTEREST:** Vendor, its officers or members or employees, shall not presently have or acquire any interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

**50. REPORTS:** Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

- ☐ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.
- ☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at [purchasing.requisitions@wv.gov](mailto:purchasing.requisitions@wv.gov).

**51. BACKGROUND CHECK:** In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision.

The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

**52. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS:** Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or



such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

- a. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- b. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

**53. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL:** In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products.

This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

**SPECIFICATIONS**

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of WV Office of Technology to establish a contract for the one time purchase of an Inventory Tracking Software.
2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.
  - 2.1 **“Contract Item”** means WEB Based Inventory Tracking Software for Tracking of Broadband Technology Opportunities Program (BTOP).
  - 2.2 **“Pricing Page”** means the pages upon which Vendor should list its proposed price for the Contract Items in the manner requested. The Pricing Page is either included on the last page of this RFQ or attached hereto as Exhibit A.
  - 2.3 **“RFQ”** means the official request for quotation published by the Purchasing Division and identified as ISCN0098.
3. **GENERAL REQUIREMENTS:**
  - 3.1 **Mandatory Contract Item Requirements:** Contract Item must meet or exceed the mandatory requirements listed below.
    - 3.1.1 The inventory tracking system must be Web based, and able to import/export multiple Microsoft Office files.
    - 3.1.2 Web based program must provide WVOT a means to track equipment and access inventory from any location, hosted by the vendor.
    - 3.1.3 Must be able to track equipment by use of barcode printing and scanning.
    - 3.1.4 Must display work-in-process by showing the current status of inventory.
    - 3.1.5 Must track over 1,500 locations.
    - 3.1.5 Must include multiple part location tracking.



REQUEST FOR QUOTATION  
ISCN0098 Inventory Tracking Software

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- 3.1.6 Must include remote access to inventory at another location based on user rights.
- 3.1.7 Must be able to transfer orders from one location to another within the system.
- 3.1.7 Must track equipment stored in a warehouse and track inventory when parts arrive at end user.
- 3.1.9 Must provide a configurable dashboard for users.
- 3.1.10 Must provide a means to filter information and create reports based on information requirements.
- 3.1.11 Must be able to track by tag number, installation date, serial number and location.
- 3.1.12 Must be able to recognize duplicate entries.
- 3.1.13 Must be able to input similar parts with the click of a button.
- 3.1.14 Must be able to transfer data to different computer systems and networks.
- 3.1.15 Must track parts based on purchase order information.
- 3.1.16 Must provide WVOT a way to customize information contained in database as necessary.
- 3.1.17 Must include first year maintenance and support. Maintenance and support package must include; Software Releases, Unlimited Call-in Support (up to 10 minutes), Incidents (support calls exceeding 10 minutes), and Web Based Training.

#### 4. CONTRACT AWARD:

**4.1 Contract Award:** The Contract is intended to provide Agencies with a purchase price for the Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.

**4.2 Pricing Page:** Vendor should complete the Pricing Page by filling in the price for the inventory tracking system cost plus the first year of updates and support. Vendor should include a quote with part numbers and descriptions of

the inventory tracking system. Vendor should fail to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.

Notwithstanding the foregoing, the Purchasing Division may correct errors as it deems appropriate. Vendor should type or electronically enter the information into the Pricing Page to prevent errors in the evaluation.

**5. PAYMENT:**

**5.1 Payment:** Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

**6. DELIVERY AND RETURN:**

**6.1 Shipment and Delivery:** Vendor shall ship the Contract Items immediately after being awarded this Contract and receiving a purchase order as the notice to proceed. Vendor shall deliver the Contract Items within five (5) working days after receiving the purchase order. Contract Items must be delivered to Agency at 1900 Kanawha Blvd. East, Bldg. 5, 10<sup>th</sup> Floor, Charleston, WV 25305 Attention: Justin McAllister.

**6.2 Late Delivery:** The Agency placing the order under this Contract must be notified in writing if the shipment of the Contract Items will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the Contract, and/or obtaining the Contract Items from a third party.

Any Agency seeking to obtain the Contract Items from a third party under this provision must first obtain approval of the Purchasing Division.

**6.3 Delivery Payment/Risk of Loss:** Vendor shall deliver the Contract Items F.O.B. destination to the Agency's location.

**6.4 Return of Unacceptable Items:** If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

REQUEST FOR QUOTATION  
ISCN0098 Inventory Tracking Software

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- 6.5 Return Due to Agency Error:** Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

REQUEST FOR QUOTATION  
ISCN0098 Inventory Tracking Software

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Attachment A

Pricing Page

(1)	Inventory Tracking System (up to 5 users)	\$ \$42,000
	First year updates and support	\$ N/a
	TOTAL	\$ \$42,000

**CERTIFICATION AND SIGNATURE PAGE**

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

GAK3 Inc.

(Company)

  
(Authorized Signature)

Greg Kaple, Founder

(Representative Name, Title)

304-916-1707

(Phone Number)

304-916-1707

(Fax Number)

7-2-13

(Date)

RFQ No. ISCN0098

## STATE OF WEST VIRGINIA

Purchasing Division

**PURCHASING AFFIDAVIT**

**MANDATE:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

**"Debt"** means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"Related party"** means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

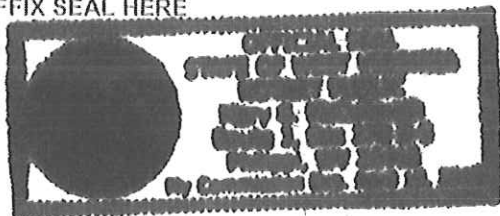
**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**Vendor's Name: GAK3 Inc.

Authorized Signature: \_\_\_\_\_

Date: 7-2-13State of West VirginiaCounty of Wood, to-wit:Taken, subscribed, and sworn to before me this 2 day of July, 2013.My Commission expires April 10<sup>th</sup>, 2018.

AFFIX SEAL HERE



NOTARY PUBLIC

Purchasing Affidavit (Revised 07/01/2012)

**VENDOR PREFERENCE CERTIFICATE**

Certification and application\* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**

- ☐ Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
- ☐ Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
- ☐ Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

2. **Application is made for 2.5% resident vendor preference for the reason checked:**

- ☐ Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

3. **Application is made for 2.5% resident vendor preference for the reason checked:**

- ☐ Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

4. **Application is made for 5% resident vendor preference for the reason checked:**

- ☐ Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,

5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

- ☐ Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,

6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

- ☐ Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.**

- ☒ Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: GAKS, Inc.

Signed: 

Date: 7-2-13

Title: Founder





State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

## Solicitation

NUMBER
ISCN0098

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
KRISTA FERRELL 304-558-2596

RFQ COPY

TYPE NAME/ADDRESS HERE

GAK3 Inc.  
1118 20th Street, Suite 211  
Parkersburg WV 26101

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DEPARTMENT OF ADMINISTRATION  
WVOT NETWORKING SUPERVISOR  
1900 KANAWHA BLVD. E.  
BUILDING 5, 10TH FLOOR  
CHARLESTON, WV  
25305 304-558-5472

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DATE PRINTED

06/26/2013

BID OPENING DATE: 07/03/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 01						
THIS ADDENDUM HAS BEEN ISSUED TO AMEND THE ORIGINAL SOLICITATION PER THE ATTACHED DOCUMENTATION.						
0001	1	LS		205-43		
PERIPHERAL DEVICES AND ACCESSORIES, COMPUTER SYSTEM						

SIGNATURE

*Anthony I. Kyle*

TELEPHONE

304-916-1707

DATE

7-2-13

TITLE

Founder

FEIN

20-0062017

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: ISCN0098

Addendum Number: 1

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The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- ☒ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

**Description of Modification to Solicitation:**

To extend the bid opening date to 7/03/2013 at 1:30 PM  
To provide answers to technical questions

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

## Technical Questions

ISCN0098

1. What tools does WVOT use to currently manage their hardware and software assets? Are they using/benefiting from all of the features of their current solution? Yes to which features? No to which features?  
  
**A. N/A, there's no current solution for the inventory tracking needs of this requisition.**
2. Does WVOT have a Configuration Management Database (CMDB) today?  
  
**A. We currently use Microsoft System Center Configuration Manager SCCM 2007, but we plan to upgrade to SCCM 2012 within the next few months.**
3. Does WVOT have visibility into their software license compliance today?  
  
**A. Yes**
4. How does WVOT collaborate and report on the status of their assets and contracts?  
  
**A. N/A, see question 1.**
5. Should the system only track assets or is vendor and contract tracking an element needed in the system as well?  
  
**A. Asset, vendor, and contract tracking should be included.**
6. Is the system only going to be used by 5 users as it seems to be indicated in the pricing sheet? Or is it that the system needs 5 administration users and other users will need to have access and input into the system?  
  
**A. Only 5 concurrent users are currently planned or needed, but the ability to expand at a later date would be helpful.**
7. How many employees work within WVOT?  
  
**A. Approximately 200.**
8. What service management system does WVOT currently use? And will this inventory tracking system need to integrate with it?

**A. HEAT - Helpdesk Expert Automation Tool. Yes, linkage would be beneficial.**

9. What type of financial system does WVOT or its accounting department currently use? Will this inventory tracking system need to integrate with it or other systems?

**A. The inventory tracking system will not need to integrate with current financial systems.**

10. What type of reporting information will be important for WVOT to see on a daily, weekly and monthly basis?

**A. Ad-hoc weekly and monthly base reports on asset, vendor, and contract tracking could be required.**

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: ISCN0098**

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**


(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

GAK3 Inc.

\_\_\_\_\_  
Company

  
\_\_\_\_\_  
Authorized Signature

7-2-13

\_\_\_\_\_  
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.  
 Revised 6/8/2012

## Introduction Letter

July 2, 2013

Krista S. Ferrell  
Buyer Supervisor  
State of West Virginia  
Department of Administration  
2019 Washington St., East  
PO Box 50130  
Charleston, WV 25305

**Re: ServiceNow Subscription License Agreement for IT Asset Management**  
RFQ Number: ISCN0098  
RFQ Title: Inventory-Tracking System for the West Virginia Office of Technology

Dear Krista:

Service-now.com ("ServiceNow") appreciates the opportunity to participate in the above-mentioned RFQ issued by the State of West Virginia Department of Administration for the West Virginia Office of Technology agency.

ServiceNow has exercised reasonable care to ensure that it has interpreted the requirements in the RFQ correctly and that the information provided in this response is accurate as of the date stated in this letter.

Our response and any other information submitted or disclosed by us pursuant to the RFQ, contains ServiceNow confidential information, including pricing, which may not be disclosed to any other party without our prior written consent. Quoted pricing is valid for 90 days after submittal of RFQ.

### Company

ServiceNow is a software development firm headquartered in San Diego, California. Founded in 2003 by Fred Luddy, the former Chief Technology Officer and Executive Vice President of Peregrine Systems; ServiceNow is dedicated to providing IT Service and Asset Management software-as-a-service.

ServiceNow was founded on the premise that with the advent of modern technologies and the prevalence of the Internet, there simply must be a better way of doing business, especially when it came to delivering software applications to manage the business process of IT service management, application development and general operations. After close to 30 years of software application development, fifteen of them dedicated to IT Service and Asset Management applications, it was clear to Mr. Luddy that the legacy client-server application sets all suffered from a number of distinct challenges:

**Too Complex** – Legacy client-server application applications are too complex to use, administer and maintain. They require advanced training to use and expensive professional services engagements to make simple forms changes or configure basic workflow.

**Incomplete** – In an effort to meet marketplace demands and to appease Wall Street, legacy vendors often follow an acquisition strategy or fill product gaps through loose OEM arrangements. The acquisition, multi-vendor approach dictates that the already complex reality of implementing an enterprise class application on a specific server with the stringent requirements for databases and operating systems has become infinitely more complex, and frequently unusable.

**Non-upgradeable** – Legacy client-server applications are virtually impossible to upgrade without a heavy investment in both professional services and customer resources. More often than not, customers pay a very high fee to implement an application and then quickly decide they need to upgrade to the next version to gain new, desired functionality. Reality hits when they realize they will

have to spend just as much time and money upgrading as they did on the original implementation to recreate their workflow and customizations.

**Over valued**– The prices demanded by big company vendors for a perpetual software license is far in excess of the true business value an organization can reasonably expect to ever realize.

**Restrictive** – Maintenance programs offered by legacy client server vendors are the ultimate example of the business problem. Vendors provide maintenance programs so customers will have access to customer support programs to help them maintain the overly complex software they have licensed, and to provide them access to future versions of the software which in turn requires an endless cycle of upgrades, professional services engagements and expenditure of time and resources.

There simply had to be a better way to do business – a model that provided customers true value for their investment and a sense that they were getting what they paid for.

ServiceNow is provided in a software-as-a-service (SaaS) architecture and model. A set of very complete & modern applications built on the latest Internet technology; our application provides a set of distinct business advantages leveraging two key differentiators:

#### **Net-native, Modern Architecture**

ServiceNow is 100% Web based and built on the latest, proven technology and development platform, leveraging modern standards and open-source code.

The applications themselves are:

- Feature rich and yet very intuitive to use
- Extremely easy to administer, maintain
- Fully customizable
- Easily integrated with third party applications
- Founded on a single Configuration Management Database
- Built on the ITIL business processes from the ground up

#### **Software-as-a-Service**

ServiceNow is a fully hosted, software-as-a-service application. On premise deployment are available as well. Therefore these applications can be installed behind your firewall. The very developers who built the application are the same people who install, maintain, update and upgrade the applications on behalf of the customer. Our IT service management software-as-a-service delivers distinct advantages:

- **No infrastructure to buy, configure or manage** – Eliminate unnecessary costs and focus resources on deriving value.
- **Quickest mean time to production** - ServiceNow is already installed and ready for use. Customers, simply, log on, use, customize and build new business applications.
- **Automatic and non-disruptive upgrades** – The system is self-updating, upgrades require no professional services and always protect the customer's customization and workflow.
- **A subscription-based license model** – There are no heavy up front license fees or annual maintenance. Customers pay for what they use and one simple fee covers the software use, maintenance, support, redundant and resilient hosting infrastructure, and all upgrades.

Unique Differentiators		
Net-native	ServiceNow is 100% Web based and built on the latest, proven technology and development platform, leveraging modern standards and open-source code.	
SaaS	Software as a Service ServiceNow is a fully hosted, software-as-a-service application.	The very developers who built the application are the same people who install, maintain, update and upgrade the applications on behalf of the



		customer.
Automatic upgrades	Quickest time to value	Easily customizable applications offered as SaaS
Pure Internet platform	Simple and consistent Web 2.0 usability	Drag-and-drop graphical workflow
Redundant and resilient data centers and application data encryption	Google-like global search of IT	Delegated administration
Native mobile interface	Custom self-service portal modeled after your corporate Website	Built-in native reporting
Social IT capabilities for IT 3.0	Built in tool, included at no additional charge.	Gives you the power of collaboration to tap into your most valuable asset - your people. Help reduce time to resolution by leveraging live feed and chat.
Simplified, flexible subscription to all applications	Gartner IT Service Desk Magic Quadrant leader in "Challengers"	Unprecedented growth, financial stability, customer satisfaction

ServiceNow is the IT Service Management SaaS leader. Our triple-digit growth is matched by sustained and superior customer satisfaction. Our customers are on the most recent version of the software, our renewal rate is well above one hundred percent and every customer is willing to be a reference. Ninety three percent of all customers are in full production (the balance are new customers) using the following applications.

#### Applications

ServiceNow is confident that the applications will support all requirements listed in the RFQ. The simplified subscription model means that a process user subscription license entitles users to access all ServiceNow applications listed below:

Application	Description
Incident Management	Incident ticketing, management and escalations
Problem Management	Identification of underpinning errors, root cause analysis and trend analysis
Change Management	Documents proposed infrastructure changes, approval routing, back out plans, change risk analysis, forward change scheduling and calendaring, change completion, verification
Release Management	Ensures that all changes are implemented in accordance with other ITSM processes and aligned with business needs.
Software Development Lifecycle (SDLC)	A component of Release Management, the SDLC helps manage the process of software development. From the various inputs such as defects and enhancement requests ... through to the definition of content ... through to execution and test of the release.
Service Level Management	Establishes and monitors status of Service Contracts and Service Level Agreements automates escalation procedures and reporting
Configuration Management (CMDB)	Tracks and manages all Configuration Items deployed or held in reserve, manages CI relationships. Foundation for all ITIL disciplines including service portfolio, service catalog and request management fulfillment
Employee Self Service	Enables employees and clients to search catalog of available goods and services, submit and track status of requests similar to Web 2.0 B2C applications (i.e. Amazon, Staples.com, Dell.com)
Knowledge Management	Orchestrates knowledge lifecycle, helps capture knowledge, increases knowledge sharing and presents relevant information to support incident, problem (known error correlation)
Asset Management	Tracks and manages all of the contracts, entitlements, warranties, leases and

(Specific to this RFQ)	<b>software licenses associated with an organization or Configuration Item. Also includes the financial data associated with all infrastructure assets owned, leased, rented or borrowed</b>
Service Catalog and Service Request Management	Establishes standardized catalogs of goods and services provided by the IT organization to the supported business units and employees, enables on-line browsing and request of goods and services
Service Portfolio Management	Define services, automate availability measurement and expose IT value to the business. Provide executive dashboards that reflect IT service fulfillment trends, and automate service availability tracking against commitments
Project & Portfolio Management	Project definition, Gantt charting, task assignment, resource management designed to drive large-scale change activities or initiatives. Rollup and reporting of projects in portfolio view
IT Cost Management	Establish the cost of IT service delivery and convey value in financial terms. Provide a powerful financial management dashboard to drive accurate decisions based on both CI-related and labor-related costs captured and aggregated.
Field Service Management	Measure and track field service activities within the context of overall service management. Orchestrate resources and inventory logistics to ensure field-based service delivery commitments are met with high accuracy and low cost.
IT Governance, Risk and Compliance	Enables documentation, management & measurement of policies, risks & controls and their ongoing compliance
Data Certification	An alternative to manual process, this application lets you certify data on an ongoing basis to satisfy compliance requirements
Managed Documents	Adds a layer of document control/management around knowledge management – or any document (including video, PDF, wiki, etc.) within ServiceNow
Business Applications	Applications for Sales Force Automation, Facilities and HR Management available to offer value to other parts of your business and extend the value of the service catalog.
Social IT - Chat	Communicate with the Service Desk (including queuing capability), and automatically embed that conversation within the incident record. Associate chats with incidents and create a chat from an incident – or an incident from a chat.
Social IT – Live	Live provides "wall" functionality – where users can view "feeds" from other users or about specific business services. This information forms a real-time searchable knowledge source that can be used to share information within the organization. Live includes search functionality, links, images, hashtags, groups and follows.
Content Management System (CMS)	Powerful inbuilt CMS to allow you to surface ServiceNow functionality with a look and feel completely defined by you
Reporting and OLAP Analytics	Enables a current as well as historical view of the IT infrastructure, its configuration, availability and associated costs
Integration	Net-native, Web services-based integration with more than one hundred supported integrations to leading management tools and data sources
Runbook Automation*	Orchestrate x-application complex business processes to automate activities. Save time, capture knowledge and ensure process consistency across all of IT. Process packs for VMWare, Amazon EC2 and PowerShell included to accelerate creation of runbooks. <i>*IT Process Orchestration licensed separately.</i>
Discovery and Application Dependency Mapping*	Full infrastructure discovery and business service mapping capability, designed to feed and maintain the CMDB and support change verification. <i>*Discovery and Application Dependency Mapping licensed separately.</i>

**Licensing**

Delivered in a software-as-a-service model, ServiceNow offers substantial opportunities for cost savings and can dramatically accelerate your proof of value to production time. ServiceNow customers have reduced their ITSM costs by up to eighty percent and deployed solutions with twenty five percent of the time it would have taken to upgrade their legacy technology. As such, we are confident that we can deliver an application at a price point significantly less than what might be expected.

**Thank You**

I would like to thank the State of West Virginia for considering ServiceNow as your future IT Asset Management application. We are extremely confident that we can exceed your functionality requirements, provide a completely automatic and non-disruptive upgrade process, and provide the State of West Virginia with a very high degree of customer satisfaction.

Should you have any questions, please do not hesitate to contact me directly.

Sincerely,

Greg Kaple  
Founder  
GAK<sup>3</sup> Inc.  
ServiceNOW West Virginia Sales & Services Partner

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Parkersburg, WV 26101

servicenow

**ServiceNow  
Response to  
The State of West Virginia**

for an IT Inventory Management System

**CONFIDENTIALITY NOTICE**

ServiceNow is providing this response for the State of West Virginia information and at the State of West Virginia request to enable the State of West Virginia a reasonable basis upon which to select between alternative vendors. Included with this response is a copy of ServiceNow's standard form of customer license agreement. If selected as vendor of choice by the State of West Virginia, ServiceNow will negotiate the terms of ServiceNow's agreement with the State of West Virginia in good faith and will attempt to accommodate any changes to it requested by the State of West Virginia. ServiceNow has exercised reasonable care to ensure that it has interpreted questions in the RFQ correctly and that all information provided in this response is accurate as of the date provided; however, ServiceNow does not agree to the wholesale incorporation of the RFQ or this response into the agreement. Any modifications to ServiceNow's agreement must be made by mutual agreement of the State of West Virginia and ServiceNow and documented in the final agreement that is signed by both parties. This response contains ServiceNow Confidential Information, including ServiceNow's form of license agreement, which may not be disclosed to any other party without ServiceNow's prior written consent.

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## **1.0 INTRODUCTION**

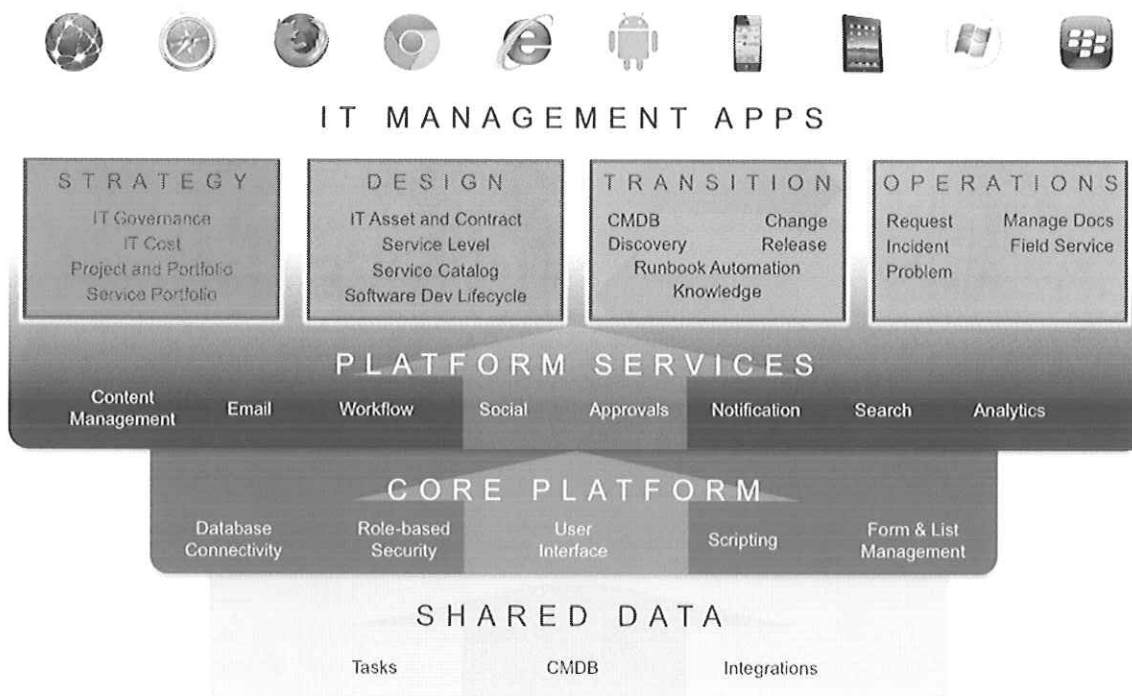
The State of West Virginia is, in the strictest confidence, requesting quotes for provision and implementation of an IT inventory management system for the West Virginia Office of Technology (the "Application") relating to West Virginia Office of Technology's Service Management team's IT Asset Management program.



## 2.0 SERVICENOW OVERVIEW

The product, ServiceNow, is a suite of highly integrated applications designed to support IT service and asset management. ServiceNow is provided as a software-as-a-service application; it is Web-based, built on modern Web 2.0 technologies and is self-upgrading.

ServiceNow is licensed on a subscription basis.



*All ServiceNow applications are built on a common, single architecture and leverage shared resources to drive consistency and increased automation.*

ServiceNow is a modular application, meaning that the applications may be implemented and used all together or in subsets - in a modular fashion.

ServiceNow Applications:

Module	Business Function	Business Value
<b>Incident Management</b>	Records all reported incidents Categorizes all incidents Automatically assigns incidents based on pre-defined business rules	Ensures all incidents are resolved as quickly as possible through assignment to most appropriate resolution group or individual
<b>Problem Management</b>	Links multiple incidents to a single known cause or error	Ensures the root cause of known errors is corrected to permanently resolve the problem affecting multiple devices or employees
<b>Change Management</b>	Documents proposed infrastructure changes Routes for approval Documents and plans for back out plans Enables financial and operational analysis for optimal change conditions Links changes to the affected Configuration Item	Decreases unplanned outages Enhanced change planning through better understanding of affected business units / employees Mitigates risk associated with complex changes Establishes back up plans in case of unforeseen problems Quicker incident resolution time through a better understanding of historical changes
<b>Release Management</b>	Manages the Application Development Lifecycle	Proactively manages the development of all new releases and features of internally developed software
<b>Software Development Lifecycle (SDLC)</b>	A component of Release Management, SDLC helps manage the process of software development.	Ensures that software releases are related back to problems and ERs – to align what the business requires with what is delivered by development
<b>Service Level Management</b>	Establishes and monitors status of Service Contracts and Service Level Agreements between the IT organization and supported business units or third party service providers	Prioritizes resources to incidents based on strategic business value Ensures maximum level of customer service
<b>Configuration Management (CMDB)</b>	Tracks and manages all Configuration Items deployed or held in reserve Tracks and manages current as well as historical configuration of all IT assets Tracks and manages the upstream and downstream connectivity between all assets deployed	Decreases resolution time through Service Desk personnel visibility of the affected asset Decreases outages through understanding of inter-asset dependencies and connectivity
<b>Employee Self Service</b>	Enables the supported employee to submit and check on the status of incidents on-line Enables employees to search service catalogs and submit requests for standardized goods and services	Significantly decreases the number of calls to the service desk Increases employee satisfaction
<b>Knowledge Management</b>	Captures and reuses resolutions to known or common errors Enables supported employees to	Increases Level 1 incident resolution rates Decreases calls to the service desk

	search databases for known error problem resolutions	through employee self-resolution
<b>Asset Portfolio Management</b> (Specific to this RFQ)	Tracks and manages the financial data associated with all infrastructure assets owned, leased, rented or borrowed	Measures costs associated with all assets for historical analysis and improved decision making
<b>Asset Contract Management</b> (Highly Applicable for this RFQ)	Tracks and manages all of the contracts warranties, leases and software licenses associated with an organization or Configuration Item	Maximizes use of all associated warranties and service contracts Maximizes utilization of all infrastructure assets Mitigates exposure to financial penalties associated with lease contract or software license violations
<b>Service Catalog and Service Request Management</b>	Establishes standardized catalogs of goods and services provided by the IT organization to the supported business units and employees Enables on-line browsing and request of goods and services	Reduces support costs associated with non-standard configuration items Reduces request approval time through an automated process Controls costs through enforcing purchase with approved vendors
<b>Service Portfolio Management</b>	Define services, automate availability measurement and expose IT value to the business.	Provide executive dashboards that reflect IT service fulfillment trends, and automate service availability tracking against commitments
<b>IT Cost Management</b>	Establish the cost of IT service delivery and convey value in financial terms.	Provide a powerful financial management dashboard to drive accurate decisions based on both CI-related and labor-related costs captured and aggregated
<b>IT Governance, Risk and Compliance</b>	Enables documentation, management & measurement of policies, risks & controls and their ongoing compliance	Ensures compliance with required regulations and policies and removes "fire drill" component from audits
<b>Data Certification</b>	This application lets you automate the certification of data on an ongoing basis to satisfy compliance requirements	This is typically a replacement of a manual process – ensuring that data is being captured/recorded correctly
<b>Managed Documents</b>	Facilitates check-in/checkout of documents. Provides revision & approval history and automated reviewer and approver notifications	Adds a layer of document control/management around knowledge management – or any document - within ServiceNow
<b>Field Service Management</b>	Measure and track field service activities within the context of overall service management.	Orchestrate resources and inventory logistics to ensure field-based service delivery commitments are met with high accuracy and low cost
<b>Business Applications</b>	Applications for <b>Sales Force Automation, Facilities</b> and <b>HR Management</b> available to offer value to other parts of your business and extend the value of the service catalog.	Use the application platform you already use to automate processes outside of the IT department. Many ServiceNow customers have extended their service catalogs in this way
<b>Social IT - Chat</b>	Communicate with the Service Desk (including queuing capability), and automatically embed that conversation within the incident	Give the business another way to communicate with the Service Desk – and provide another method of collecting internal IT expertise

	record. Associate chats with incidents and create a chat from an incident – or an incident from a chat.	
<b>Social IT – Live</b>	Live provides “wall” functionality – where users can view “feeds” from other users or about specific business services. This information forms a real-time searchable knowledge source that can be used to share information within the organization. Live includes search functionality, links, images, hashtags, groups and follows.	Reduce support desk costs by allowing business users to help each other. Automatically post information from any process. Facilitate knowledge-sharing and build a knowledge repository as you go
<b>Content Management System (CMS)</b>	Powerful inbuilt CMS to allow you to surface ServiceNow functionality with a look and feel completely defined by you	End users don’t have a new interface to learn – they just access all their ServiceNow functionality through a familiar, easy-to-use interface
<b>Project and Portfolio Management</b>	Project tasks presented in technician work queues makes it easy to focus on project milestones Gantt charts and reporting provide complete visibility into project progress Rollup and reporting of projects in portfolio view	Provides complete control over resources and ensures timely execution of key deliverables within projects and across project portfolios. Native integration with Change, Release and Service Level Management drive project tracking and tasking across all management disciplines
<b>*Runbook Automation</b>	Orchestrate x-application complex business processes to automate activities. VMWare, Amazon EC2 and Powershell process packs included to accelerate creation of runbooks.	Save time, capture knowledge and ensure process consistency across all of IT. Automate repeatable processes and deliver business value a lot faster
<b>*Discovery and Application Dependency Mapping</b>	Discover all networked CIs and automatically define relationships Used to verify completion of change activities. Includes a business service mapping capability, designed to feed and maintain the CMDB.	Native integration with CMDB to help ease the process of defining services Foundation for financial and contract IT asset management
<b>Reporting and OLAP Analytics</b>	Enables a current as well as historical view of the IT infrastructure, its configuration, availability and associated costs	Enables strategic operational and financial planning based on real-time and historical data

*\*Note that ServiceNow IT Process Orchestration and Discovery & Application Dependency Mapping are separately licensed applications. ServiceNow Discovery is licensed by subscription for the number of servers within the infrastructure.*

ServiceNow is the pioneer of software-as-a-service IT Service Management. We combine ITIL v3 guidelines with Web 2.0 technology and deliver our application set via software-as-a-service. Our technology is built on a single Platform as a Service driving increased automation through native integrations, extensive and intuitive customization capabilities, automatic upgrades that preserve all customizations, and is delivered hosted with redundant security. Inspired by Apple, Amazon.com, Google, and Salesforce.com, our product development strives to deliver a user experience that rivals the intuitiveness of Web 2.0 business to consumer applications.

## Unique Differentiators

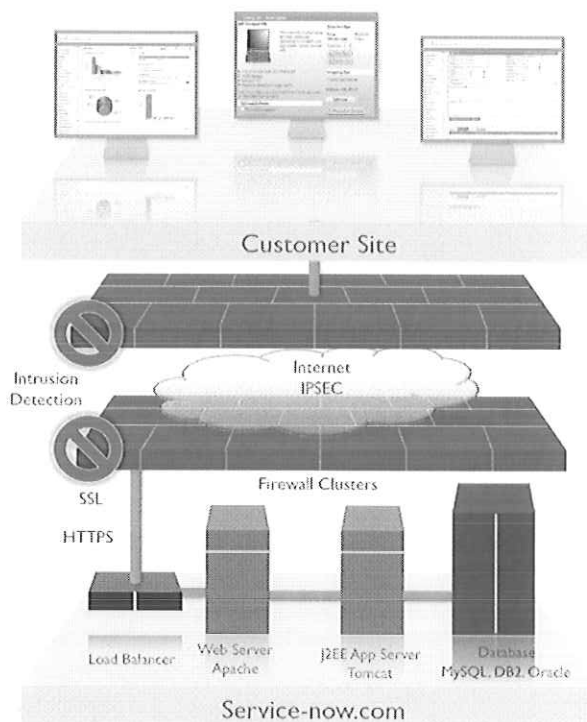
Unique Differentiators		
Net-native	ServiceNow is 100% Web based and built on the latest, proven technology and development platform, leveraging modern standards and open-source code.	
SaaS	Software as a Service	
ServiceNow is a fully hosted, software-as-a-service application.	The very developers who built the application are the same people who install, maintain, update and upgrade the applications on behalf of the customer.	
Automatic upgrades	Quickest time to value	Easily customizable applications offered as SaaS
Pure Internet platform	Simple and consistent Web 2.0 usability	Drag-and-drop graphical workflow
Redundant and resilient data centers and application data encryption	Google-like global search of IT	Delegated administration
Native mobile interface	Custom self-service portal modeled after your corporate Website	Built-in native reporting
Social IT capabilities for IT 3.0	Built in tool, included at no additional charge.	Gives you the power of collaboration to tap into your most valuable asset - your people. Help reduce time to resolution by leveraging live feed and chat.

## Architecture

ServiceNow, including the development platform, is 100% designed and developed by our development staff, under the direction of our CPO, Fred Luddy and our VP of Development, David Osman. It is a Java based platform using a Tomcat Web server and running on Linux. Generally speaking, most of our customers run on a MySQL database although we have customers running on Oracle, Microsoft SQL Server and Sybase.

### Dedicated Database and Application Set

- Elevated customer security
- Customer data not mixed with others
- Faster application response times
- Greater scalability
- Extensive application customization preserved through upgrade



ServiceNow is a single-tenant architecture, meaning that every customer gets their own set of applications and database. All customer data runs in separate databases and therefore is both physically and logically separated. At the instance level, ServiceNow can support a multi-tenant deployment if required. Customers utilizing ServiceNow as a managed service platform or to support multiple business units can segregate customer data such that Company A can only see their data, Company B its data and at a macro level, some users may be granted roles allowing to view all data across the system. This capability is enabled during the implementation based on customer requirements.

For additional information on our system and its general architecture, please see our [Wiki](#).

*ServiceNow applications are delivered through a single lightweight architecture.*

## Integrations

ServiceNow is designed to be integrated to virtually any third party application or data source. A variety of techniques are used to achieve third party integration, most notably Web Services, JDBC, JMS and email. This is an industry standard technology that also uses names such as SOAP and WSDL. All of our tables are exposed as a web-services document. The below content represents a subset of released and supported integrations. Standard integrations for ServiceNow include:

**Login (single sign-on)**  
Headers / URL Parameters

**Data & Processes**  
Java Database Connectivity

**Communications**  
Inbound, Outbound Email



Encrypted / Digested Tomcat Valve	MID Sever Web Services File	Short Messaging Service (SMS) Text Messaging Java Messaging Services (JMS) CTI Systems
<b>LDAP</b> Microsoft Active Directory Novell Domino Lotus Notes OpenLDAP	<b>Monitoring</b> HP OpenView CA Unicenter Tivoli TEC Spectrum Dell Silverback	<b>Discovery &amp; Systems Mgmt</b> Microsoft SMS and SystemCenter Symantec Altiris IBM CCMDB Avocent LANDesk Centennial
<b>ERP</b> Oracle Financials, Oracle PeopleSoft SAP	<b>Change Management</b> Microsoft Outlook Calendar Integration	<b>Virtual Computing</b> VMWare vCenter API

ServiceNow offers more than fifty released and supporting integrations. For additional information on our external integration capabilities and techniques, please see our [Wiki](#).

[http://wiki.service-now.com/index.php?title=List\\_of\\_Available\\_Integrations](http://wiki.service-now.com/index.php?title=List_of_Available_Integrations)



### 3.0 RFQ REQUIREMENTS

The following information is provided as a direct response to the requirements outlined in the RFQ.

#### 3.1.1 – The Inventory tracking system must be Web based, and able to import/export multiple Microsoft Office files.

ServiceNow offers a variety of ways for users to export data from the system and in multiple formats. Through the web-based interface, data can be exported into the following formats:

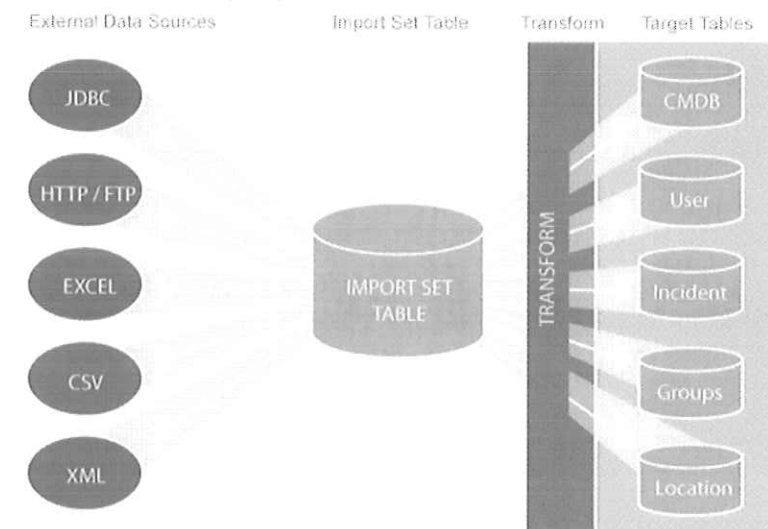
- CSV
- Excel
- XML
- PDF (Portrait)
- PDF (Landscape)
- PDF (Detailed Portrait): Exports the list and the associated form for each record.
- PDF (Detailed Landscape): Exports the list and the associated form for each record.

Exporting data is done via a simple right click action and reports can be done as a one-time exercise or scheduled for a regular bases.

Importing data is done via the same web-based interface into ServiceNow's import sets. An import set acts as a staging table to store raw data from an external source. The import process uses a transform map to add or update data from the import set to an existing ServiceNow table such as incident or problem.

Use import sets to:

- Manually import data from a file on your local system
- Manually import data from a data source
- Periodically import data from a data source with a scheduled import
- Programmatically import data from a file with a script
- Programmatically import data from a web service



**3.1.2 – Web based program must provide WVOT a means to track equipment and access inventory from any location, hosted by the vendor.**

IT Asset Management (ITAM) integrates the physical, technological, contractual, and financial aspects of information technology assets. ITAM business practices have a common set of goals:

- Control inventory that is purchased and used.
- Reduce the cost of purchasing and managing assets.
- Select the proper tools for managing assets.
- Manage the asset life cycle from planning to disposal.
- Achieve compliance with relevant standards and regulations.
- Improve IT service to end users.
- Create standards and processes for managing assets.

**3.1.3 – Must be able to track equipment by use of barcode printing and scanning.**

The ServiceNow platform is based on service-oriented architecture (SOA), in which all data objects can use web services to access bi-directional data-level integration. The interface is also direct and dynamic because all modifications to existing objects and all new objects are automatically published as a Direct Web Service. A more indirect web service creation and usage can be achieved through Mapped Web Service where a transform map is used to gather incoming web service data into the final targeted tables. Finally, an advanced Scripted Web Service technique is available for defining process-based web services, where data is irrelevant, but serves more as a trigger for a process or a composite of actions that execute at the server.

Additionally the platform offers a rich interface for loading external data using import sets. Using this feature, you can load from various data sources such as HTTPS, FTPS, and SCP using file formats such as XML, CSV, and Microsoft Excel XLS files. Information can also be pulled from a data source using a direct JDBC connection, provided the network connectivity allows.

Information can be pulled from the platform to an external platform using an ODBC Driver.

Forms, lists, and reports on the platform can be accessed directly using a URL, which facilitates integration on the UI level between two or more web applications.

**3.1.4 – Must display work in progress by showing the current status of the inventory.**

Procurement managers can use the Procurement application to create purchase orders and to obtain items for fulfilling service catalog requests. Purchase orders are documents specifying the items, quantities, and prices for products to be purchased.

Procurement application features include:

- Service catalog request tracking
- Purchase order creation and management
- Transfer order creation and management
- Asset receiving

**3.1.5 a – Must track over 1500 locations**

Locations on the ServiceNow platform are stored on the Location table.

In different contexts, users may want to reference different levels of location. For example, an email server may be associated with a location of Second Floor, whereas the email business service may be associated with New York City. To accommodate a various levels of location, locations can be given a parent-child hierarchy.

For example, the server in the location Second Floor may be at the bottom of the following hierarchy:

- Americas
  - New York
    - New York City
      - New York Datacenter
        - Second Floor

Each level of that hierarchy would be represented with a separate Location record, with the next higher level specified as a Parent. The example above would then be selectable as a location hierarchy from reference fields:

### Locations Hierarchy

- [-]  **Americas**
  - [-]  **New York**
    - [-]  **New York City**
      - [-]  **New York Datacenter**
        -  **Second Floor**

Map pages enable you to graphically display data on a Google Map based on location data. Maps can be generated using basic javascript, but are flexible enough to display even the most complicated of queries. The maps you generate use standard Google mapping features, including a variety of link types to your ServiceNow records.



### 3.1.5 b – Must include multiple part location tracking

ServiceNow's Asset Management capabilities help IT, track and optimize resources at every stage of the asset lifecycle. IT asset management helps manage the physical, financial and service attributes of IT hardware and software assets including the four C's of asset management (characteristics, configuration, costs and contracts).

Inventory Management tracks the following information pertaining to parts:

- Location (example: **warehouse**)
- Status (example: **reserved**)
- Movement
- Status levels

### 3.1.6 – Must include remote access to inventory at another location based upon user rights.

The My Assets portal, accessed from the Self-Service application, provides a view of the assets issued to a user by the company, such as a computer, monitor, and telephone. The base ServiceNow system provides views of the logged-in user's software entitlements, subscription contracts, and all requests the user has made for company assets. The My Assets portal is constructed like a ServiceNow homepage and contains familiar controls for moving, adding, or deleting available gauges.

To access the portal, navigate to **Self-Service > My Assets**. The following gauges appear by default:

- **Assets Assigned to me:** Computers and other equipment issued to the logged-in user by the IT department, identified by asset tags.
- **My Assets by Model:** Model names for assets issued to the user.
- **Key Metrics:** Useful metrics about the user's assets, such as total number of assigned assets and days remaining until an equipment upgrade.
- **My Software Entitlements:** The software licenses the user is entitled to. Data in this list requires that Software Asset Management be activated.
- **My Subscription Contracts:** All subscription contracts associated with the user.
- **My Asset Requests:** All requests for company assets made by the user. The list shows the details of the request and the stage, which allows the user to track the approval and provisioning process.

**My Assets** Refresh: off Change Layout

**Assets Assigned to me**

Asset tag	Manufacturer	Model category	Display name	Purchased	Cost
	Logitech	Consumable	Logitech Logitech Desktop Optical Wirel...		\$0.00
	Samsung	Monitor	Samsung SyncMaster 22" Class BackLight LED		\$0.00
	Apple Computer	Computer	Apple Computer MacBook Pro 15"		\$1,588.84
	Logitech	Consumable	Logitech Logitech Desktop Keyboard		\$0.00

Actions on selected rows...

**Key Metrics**

**Number of Assigned Assets**  
Total number of assets assigned to you by the company. **4**

**Days until PC refresh available**  
Days to wait until you can request a new PC per IT policy. **101**

**Days till mobile phone refresh available**  
Days to wait until you can request a new Mobile phone per IT policy. **101**

**My Software Entitlements**

Display name	Allocated to	Cost	Assigned to

**My Subscription Contracts**

Number	Contract type	Vendor	Starts	Ends
CNTR0000006	Contract	Corair	2011-02-16	2012-02-16
CNTR0000013	Contract	XYQuest	2011-11-14	2012-11-14
CNTR0000014	Contract	Design Science	2011-02-05	2013-02-05
CNTR0000019	Contract	Freedom Scientific	2012-02-28	2013-02-28
CNTR0000023	Contract	Broadcom	2012-02-26	2014-02-26

Actions on selected rows...

**My Asset Requests**

Number	Item	Approval	Quantity	Stage	Configuration Item
RITM0010001	Virtual Server	Approved	1		
RITM0010002	Virtual Server	Approved	1		

Actions on selected rows...

### 3.1.7 – Must be able to transfer orders from one location to another within the system.

The Asset Management application enables asset managers to create transfer orders for moving assets between company stockrooms.

Transfer order lines allow multiple assets on one transfer order. Actions, such as shipment preparation, can take place at the order level or the line level. Pre-allocated assets can be included in a transfer order line, but can only be transferred in their full quantity. A business rule prevents asset managers from transferring the same asset at the same time.

Consumable assets and non-consumable assets can be transferred.

**Transfer Order** Update Ship

Number: T00010001 Stage: Shipment Preparation

From stockroom: Southern California Warehouse To stockroom: San Diego North - Pickup/Dropoff

From location: 200 West 1st Street, Santa Ana, CA To location: 542 Crescent Road, Escondido CA

Requested date: 2012-05-08 07:30:41 Delivery by date: 2012-05-10 07:35:02

Update Ship

**Transfer Order Lines** Go to: Number 1 to 3

Transfer order = T00010001

Number	Model	Stage	Quantity requested	Quantity received	Quantity remaining	Quantity
TOL0010001	Apple Computer MacBook Pro 15"	<input type="checkbox"/> Draft (Pending - has not started) <input type="checkbox"/> Requested (Pending - has not started) <input checked="" type="checkbox"/> Shipment Preparation (Closed Complete) <input type="checkbox"/> In Transit (Pending - has not started) <input type="checkbox"/> Received (Pending - has not started) <input type="checkbox"/> Delivered (Pending - has not started) <input type="checkbox"/> Cancelled (Pending - has not started)	1		1	
TOL0010002	Brother Network Ready Color Laser Printer		1		1	
TOL0010003	Logitech Logitech Desktop Keyboard		1		1	

Actions on selected rows...

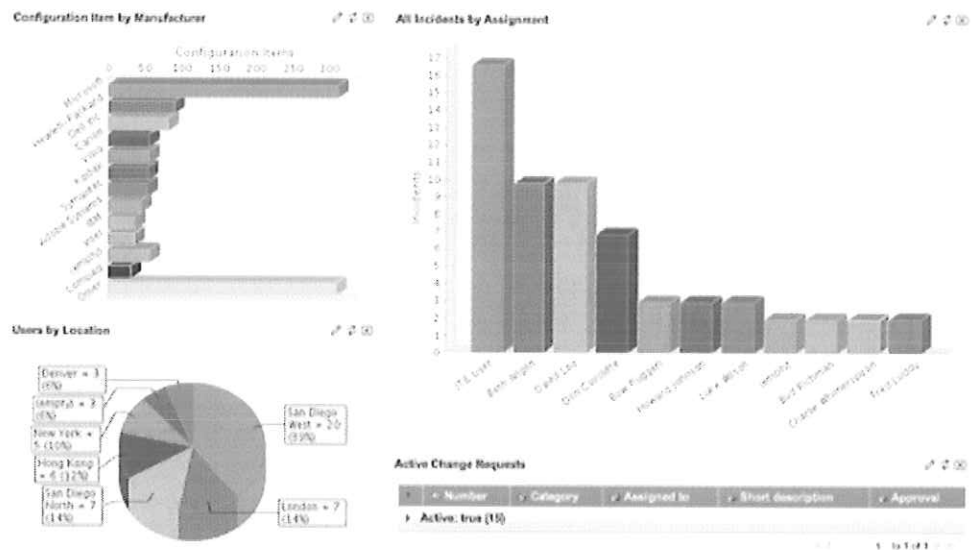
### 3.1.8 - Must track equipment stored in a warehouse and track inventory when parts arrive at end user.

IT Asset Management (ITAM) integrates the physical, technological, contractual, and financial aspects of information technology assets. ITAM business practices have a common set of goals:

- Control inventory that is purchased and used.
- Reduce the cost of purchasing and managing assets.
- Select the proper tools for managing assets.
- Manage the asset life cycle from planning to disposal.
- Achieve compliance with relevant standards and regulations.
- Improve IT service to end users.
- Create standards and processes for managing assets.

### 3.1.9 – Must provide a configurable dashboard for users.

ServiceNow provides Dashboards throughout the solution to get a quick overview of data and activities. Dashboards are fully configurable and all data is drillable. Dashboards are dynamic and can display all notifications and/or escalated problem tickets. Dashboards can easily be set up to track support personnel and their tickets. These Dashboards are customizable and can be set up for individuals, groups, departments etc.



### 3.1.10 – Must provide a means to filter information and create reports based on information requirements.

ServiceNow provides standalone dashboards and dashboards within home pages, that are incredibly easy to create and offer similar functionality and usability found in consumer-based applications such as MyYahoo and iGoogle. Common home page widgets include filters, scrolling news and gauges. Gauges can be generated from any ServiceNow report and presented as drillable charts and graphs on the home page.

ServiceNow includes a native reporting solution that is built as an integral part of the application platform. Users can quickly create the reports that make sense for their role and the task at hand.

Ad-hoc reports can be shared publicly if so desired, and included on end user homepages.

Reports > Mike's Incidents

Run Report Update Save Insert Delete Publish Make Gauge Add to Homepage Schedule

Name: Mike's Incidents

Visible to: @Me Everyone Group

Type: List

Table: Incident [Incident]

Group by: -- None --

Available

- Caller (+)
- Assignment group (+)
- Assigned to (+)
- Active
- Activity due
- Additional comments
- Approval
- Approval history

Columns:

Selected

- Number
- Caller
- Short description
- Category
- Priority
- Incident state
- Assignment group
- Assigned to

Filter and Order: 1 0

Assigned to

Incidents

Number	Caller	Short description	Category	Priority	Incident state	Assignment group	Assigned to
INC00000039	Bud Richman	Routing to oregon mail server	Network	4 - Low	New	Network	
INC00000040	Bud Richman	Can't access SFA software	Software	3 - Moderate	New	Software	

1 to 2 of 2



### 3.1.11 – Must be able to track by tag number, installation date, serial number and location.

These attributes are supported and tracked as well as the following:

Field	Description
Display name	Name of the asset as it appears in record lists.
Model category	Model grouping of the asset. Based on the model category selected, the asset may be linked to a configuration item.
Model	Specific product model of the asset.
Configuration item	CI automatically created when this asset is created.
Quantity	Number of items this asset represents.
Asset tag	The alphanumeric information assigned by your organization to help track the asset.
State	Current state of the asset, such as <b>On order</b> or <b>In use</b> .
Stockroom	Current stockroom in which the asset is physically located.
Reserved for	Person for whom the asset has been ordered. This field is visible when the asset state is <b>On Order</b> .
Assigned to	Person using or primarily responsible for this item. This field is visible when the asset state is <b>In Use</b> .
Managed by	Person who maintains the asset. This can be different from the person in the <b>Owned by</b> field.
Owned by	Person who has financial ownership of the asset. This can be different from the person in the <b>Managed by</b> field.
Parent	Parent asset of the asset. For example, a monitor or peripheral can have a workstation as their parent asset.
Class	Asset group, for example, base, hardware, license, or consumable.
Serial number	Serial number of this asset.
Substate	Current substate of the asset. The available substate settings depend on the <b>State</b> selected.  For example, the <b>Retired</b> state contains the <b>Substate</b> options <b>Disposed</b> , <b>Sold</b> , <b>Donated</b> , and <b>Vendor credit</b> .
Location	Current physical location of the asset.
Department	Department to which the asset belongs.
Company	Company or organization to which this asset belongs.

assigned	Date on which the asset was assigned to a user.
installed	Date on which the asset was installed.
comments	Information about the asset that would be helpful for others to know.
Order number	Purchase order under which the asset was purchased.
Order received	Date on which the asset was received.
Invoice number	Invoice under which the asset was billed.
Cost	Price at which the asset was purchased.
Purchased	Date on which the asset was purchased.
Ordered	Date on which the asset was ordered.
GL account	General ledger account number with which the asset is associated.
Cost center	Group financially responsible for the asset.
Disposal reason	Text explaining why the asset is being retired.
Beneficiary	Organization that will receive the asset when it is retired.
Resale price	Value of the asset when it is retired. For example, if the asset is donated, the value used when reporting taxes.
Scheduled retirement	Scheduled date on which the asset will be retired.
Retired date	Actual date on which the asset was retired.
Depreciation	Depreciation method that should be applied, either <b>Declining Balance</b> or <b>Straight Line</b> .
Depreciation effective date	Date on which the specified depreciation method should begin.
Salvage value	Estimated value of an asset at the end of its useful life.
Residual date	[Read-only] Number of days that have passed since the <b>Depreciation effective date</b> .

Residual value	[Read-only] The <b>Cost</b> with the depreciation method applied.
Owned by Fixed Asset	List of all fixed assets that contain this asset.
Lease contract	Name of lease contract that applies to the asset.
Warranty expiration	Expiration date of the asset's warranty.
Support group	Group managing the contract covering the asset.
Supported by	Person managing the contract covering the asset.
Allocated condition	Condition that a configuration item should satisfy to be granted entitlement for this license.
Assigned condition	Condition that a user item should satisfy to be granted entitlement for this license.

### 3.1.12 – Must be able to recognize duplicate entries.

Duplicates are recognized. Data can be normalized to remove any duplicate entries.

- **Normalization** forces the ServiceNow platform to convert different forms of the same field value to a single, accepted value automatically. By forcing a field to use a simple, recognizable description for multiple variations of the same thing, normalization can eliminate duplicate records and make searches easier. In addition to reconciling different forms of the same value in fields, normalization can be configured to adjust queries automatically to return normalized results.
- **Transformation** enables an administrator to transform raw field input into standardized values that are more meaningful to an organization. An example of a standardized value might be to round RAM size in configuration items to a whole number, such as 4000 MB instead of 4112 MB. Transformations are controlled by parameters and conditions and can be configured to return transformed values in queries.

### 3.1.13 – Must be able to input similar parts with the click of a button.

The list editor allows users to edit field values directly from a list without navigating to a form. Administrators can configure the list editor for fields and tables.

To use the list editor:

- Double-click (or click, if you have personalized the list editor) in an empty area of the field. The appropriate editor for the field type opens. You can also use keyboard navigation to access the list editor.
  - Before the list editor opens, access rights to edit the field are verified. A loading indicator appears if this process takes longer than expected.
  - If the field has a dependency relationship (for example, *Category* and *Subcategory*), then a composite editor opens to allow editing of all dependent fields. You must have rights to edit all dependent fields to use the list editor.

Enter the appropriate values and click **Save** (✓), or click **Cancel** (✕) to retain the original value.

All users can edit multiple records at the same time using the list editor. Administrators and users with the list\_updater role can edit multiple records at the same time using an editing form. If you want to update a single field on multiple records to have the same value, the list editor is the quickest method. If you want to edit multiple fields or fields that do not appear in the list view, use an editing form.

► All > Assigned to is empty > Priority = 1 - Critical > Incident state != Resolved

	Incident number	Priority	Assigned to	Selected fields are highlighted in blue.
<input type="checkbox"/>	<a href="#">INC0010004</a>	1 - Critical		
<input type="checkbox"/>	<a href="#">INC0010111</a>	1 - Critical		
<input type="checkbox"/>	<a href="#">INC0010113</a>	1 - Critical		
<input type="checkbox"/>	<a href="#">INC0010114</a>	1 - Critical		No email service

### 3.1.14 – Must be able to transfer data to different computer systems and networks.

ServiceNow offers a variety of ways for administrators and users to export data:

- **Form export:** Export an individual record from the user interface. Choose an export format (PDF or XML) directly from a form.
- **List export:** Export multiple records from the user interface. Choose an export format (CSV, Excel, PDF, or XML) directly from a list.
- **Scheduled export with reports:** Automatically export multiple records from a table on a set schedule. Create a scheduled job to regularly export data as a report.
- **Direct URL access:** Export multiple records from a table using a ServiceNow processor (CSV, Excel, PDF, or XML). Specify the table form or list you want to export in the URL.
- **Web services/SOAP:** Export multiple records from a table when an external client makes a web services request. Create an external application or process to automate the retrieval of data from an instance via web services/SOAP.

### 3.1.15 – Must track parts based on purchase order information.

Parts are tracked to the purchase order. In addition, if one purchase order contains multiple purchase order lines, the lines can be received at different times. This is useful if items arrive at the stockroom/warehouse in different shipments.

### 3.1.16 – Must provide WVOT a way to customize information contained in the database if necessary.

Administrators can easily add new fields to the database dictionary to track new information. After creating new fields, administrators can add the fields to forms and lists by personalizing forms. Additionally, Administrators, if needed can create new forms and applications.

### 3.1.17 – Must include first year maintenance and support. Maintenance and support package much include; Software Releases, Unlimited Call-in Support (up to 10 minutes), Incidents (support calls exceeding 10minutes), and Web Based Training.

ServiceNow is offered in a SaaS model; therefore all maintenance, support, and hardware are included in the subscription fee.

ServiceNow provides 24 x 7 customer support for P1 and P2 incidents via our Customer Support Portal <http://www.ServiceNow/hi/> and a call center located at our corporate headquarters in San Diego, California with additional support personnel in the US Eastern time zone and in London,

England. Level 1 and 2 customer support engineers are skilled development professionals who are generally responsible for answering customer questions, providing technical guidance and managing the process of bug-fixes or otherwise resolving issues with the use of our software.

## 4.0 IMPLEMENTATION, TRAINING & SUPPORT

### 4.1 IMPLEMENTATION PROCESS

A detailed project plan will be loaded into the State of West Virginia's instance; this contains the major tasks associated with deploying ServiceNow. Time lines are really up to the client to drive and determine. There are a number of factors that will drive the project timelines. We recommend a phased implementation approach (INC, PROB) for Phase 1; then add more functionality.

### 4.2 PROFESSIONAL SERVICE CAPABILITIES

#### Professional Services Methodology

It's our view that it is in the customer's best interest to take an active role in the implementation and system administration during the deployment of ServiceNow. Through this process the customer becomes familiar with the system, its design and customization principals. The goal is to leave the customer with adequate knowledge to continue to roll out additional applications and functionality. The overall objective of ServiceNow Consulting Services will be to 'enable' the State of West Virginia to administer and add new functionality.

We have found that over a period of time our customers are largely self-sufficient and able to accomplish additional module rollouts with little assistance from ServiceNow.

#### Standard ServiceNow involvement during deployments:

Implementation Management and Consulting support is provided; the E/M will help with the overall project planning and be a focal point for the duration of the project. The Delivery Consultant will provide hands-on help with tailoring and configuration. The ServiceNow Consulting Services methodology ensures that both the technical and project side of the deployment are covered. Our mission is to help you deploy our application in the shortest time possible and help you attain your organizational goals.

The Engagement Manager can also assist with a weekly status or update call to ensure the project is progressing appropriately. Our Delivery Consultant will assist with hands on on-site and/or remote implementation activities and technical application knowledge transfer.

The implementation approach will be based upon your requirements and timelines. Our Consulting Services will help you define your project plan and get the appropriate resources engaged at the proper times, we will help your roll-out thru a series of customer meetings and joint project ownership, the appropriate implementation plan is developed based on the applications you are implementing and integration needed.

The implementation plan will be jointly developed and then maintained by the Customer. We will help you with both the initial project planning and actual technical expertise needed to implement.

The Basic package was created for mid level deployments, using mostly out of the box functionality with conversions, interface and customization requirements. The design and pricing of the package is based on ServiceNow helping get our customers live thru Phase 1 of the project.

The Deliverables and Activities detailed within the Advanced Package include:

#### Project Definition

- Initial kick-off meeting, requirements discovery
- Help define resource skill set needs and allocations



- Help define initial conversion and cut-over strategy
- Help develop overall project plan
- Hold weekly update status meetings

#### Process Definition

- Help define/size 3rd party integration and interfaces
- Ensure project requirements map to ServiceNow application
- Help identify and control 'scope creep'

#### Implementation Consulting

- Review/create/modify core system setups as required
- Tailor application to customer requirements
- Help with development efforts
- Facilitate knowledge transfer, guidance on mapping your processes into application
- Help with LDAP integration

#### Acceptance Testing/Follow-up

- Development/support/resolve issues
- Support final UAT
- Support Go-Live

The delivery of services related to Phase 1 will be done through a combination of remote services and on-site services. ServiceNow defines four major "Waves" as part of our standard deployment. Those Waves are further detailed in our "Release Plan" which is available within your instances. Our customers can expect the following approaches related to each major Wave:

- **Wave 1 – Customer Project Definition** – During this wave, the customer is encouraged to document their specific processes and requirements as related to Phase 1. We will be available to assist you in a "Question and Answer" approach to assist you with providing details related to the use of ServiceNow. ServiceNow resources will be remote during this wave.
- **Wave 2 – Application Setup** – During this wave, the basic integrations will begin in order to build the "foundation" information. We will facilitate this wave and work with your System Administrators to accomplish the necessary setup. ServiceNow resources will be remote during this wave.
- **Wave 3 – Application Tailoring** – During this wave, we will be working together with your System Administrators to configure your specific needs related to Incident, Problem, Configuration and Change Management. This wave will include an on-site session in which we will be working on "knowledge transfer" with your System Administrators as your instance is configured to meet your needs. The remainder of this wave will occur remotely, unless additional on-site time is required.
- **Wave 4 – Training/Testing/Live** – During this wave, the customer will be conducting UAT of the work that was completed as part of Wave 3. This work will be completed by the customer with assistance from ServiceNow resources (remotely) to answer questions or facilitate the modifications (if any) identified during this wave. We also encourage your System Administrators to facilitate end user

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## 4.3 TRAINING

It is envisaged that a single training course for each type of user will be run. Following is the recommended duration of each course type and where training of different user types may be performed concurrently to use training resource more efficiently. Provided are details of various options for training (for example on-line training tools, 'train the trainer' programs). Indications of

where training activities can be effectively combined with implementation tasks are included together with explains how we will facilitate knowledge transfer such that the State of West Virginia is self sufficient in defining, documenting and maintaining business processes following completion of training and implementation.

ServiceNow holds frequent 3-day System Administration training classes. Instructor-led System Administration Training is \$1995 each. Onsite training is available for an additional cost. This training is three (3) full days and offered at locations around the globe.

If you would like additional people trained or purchase onsite training, we can also accommodate at additional cost (see below). We expect you to train the ITIL users, and if employee self-service (ESS) is being implemented, you would be responsible for this also. With this said the ESS user normally requires little to no training. ServiceNow has been designed to be intuitive and familiar if the user has worked with iTunes, iGoogle and MyYahoo.

Additional students may register for the System Administration course for an additional fee of \$1,995 per student. More details are listed on our website at the following link: <http://www.servicenow.com/training/>.

ServiceNow offers other training classes to extend the learning your organization receives during the three-day System Administration course and subsequent knowledge transfer during implementation.

Current additional courses include Scripting in ServiceNow and Advanced Administration for Senior Administrators. ServiceNow also offers monthly technical webcasts for customers to attend and extend their abilities.

### **System Administration Training Class Description**

This three-day course will enable System Administrators to perform fundamental administration and configuration tasks in a ServiceNow instance:

- Create new applications, modules, and tables
- Activate a plug-in
- Personalize and create forms and fields
- Build reports, gauges, and homepages
- Set up Service Level Agreements (SLAs) and monitor SLA workflows
- Create and track Service Catalog requests, and items with variables
- Create, monitor, modify, and publish Service Catalog workflows with approvals
- Follow the notification process back to the Business Rule
- Import data into the instance
- Create and use update sets to facilitate moving customizations between systems
- Search, populate, and customize the Knowledge Base
- Create an Access Control Rule (ACL)
- Create global controls for attachments and cookies
- Create a chat room and set up help desk chat

For more information about the ServiceNow System Administrator Training, please click [here](#).

Beyond the formal three-day training course, additional training is generally provided through the normal course of the implementation via our Technical Services team. This training is provided onsite, via web casts and over the phone. Our methodology is all about 'customer enablement'. It's our goal to teach our customers the technology as quickly as possible, so they are not

dependent on a vendor to maintain or stand up additional functionality. This occurs throughout the deployment and knowledge transfer.

**Additional Administration and Maintenance training** – additional knowledge transfer is generally provided through the course of the implementation through direct interaction with our Technical Services team. Topics may include:

- System architecture
- System configuration
- Module activation / de-activation
- Setting up Users
- Defining Roles
- Groups
- Locations
- Form tailoring
- Establishing service level agreement
- Automating workflow
- Field dependency
- Mandatory fields
- Connection to Email
- Email notification rules
- Email templates
- Calendars
- Assignment rules
- Home page and dashboard configuration
- Approval Rules
- Service Catalog item set up
- Reporting
- Constructing and managing Knowledge Articles
- Connection to LDAP / Active Directory

Many of the following users could benefit from the instructional videos and other extensive materials online in the ServiceNow Community (under Learning Center as well as additional Getting Started books on the ServiceNow Wiki) to help the State of West Virginia users of various kinds get up to speed.

**Process Users (IT Staff)** - generally trained on the use and functionality of ServiceNow in less than two hours.

**The casual user (Employee Self Service)** - requires virtually no training. The user can follow online tutorial through out the product. If the customer desires online, onsite or any customized training we can accommodate your request.

**Help Desk Agent** - Little to no training is necessary to use the application. It has been designed so it is very intuitive and users can be up and running quickly. Webcast training is usually sufficient to get the help desk technician up and running successfully.

**Train-the-trainer process** - Our Trainers can assist your organization in training your IT Staff: from administrators, IT (Process) Users, help desk and the end-user.

#### **Training for new releases, enhancements, or upgrades to your system**

ServiceNow provides new release training via a webcast, contact with our customer service reps and our implementation staff that worked on your project.

## **4.4 TRAINING MANUALS AND TECHNICAL DOCUMENTATION**

Spiral bound, hard copy training materials are provided per student for all instructor-led training classes.

Documentation delivered through an always updated, online Wiki

All product documentation is provided online via our Wiki. The ServiceNow Wiki is a dynamic site with content added and updated on a daily basis. The wiki allows customers to rate and comment on articles and therefore grows as these user contributions are embedded. The Wiki is a public site and available at no additional fee.

ServiceNow provides on-line help and full documentation is within the application for our customers to take advantage of at any time. With this said, we do not produce printed user manuals; our documentation is a living document that is being updated by developers and our technical writing staff. Online documentation can be printed at anytime from the wiki at ServiceNow. Because we are using the wiki for documentation it can be easily added to and customized to specific locals, departments and more just by assigning rights to the user.

In addition to the Wiki, we provide and actively support a vibrant Customer Community and Forum. The Forum is a popular venue for customers to exchange ideas, tips and tricks as well as share ideas on how to maximize the use of our applications. ServiceNow enjoys a very broad and talented customer base – we learn things from our customers on a regular basis.

ServiceNow's success stems from the tremendous customer and partner community. Customers and partners drive our business philosophy and are instrumental in the development of our innovative technology. Many of the applications and usability features result from joint collaboration between ServiceNow development, customers and partners. We believe the success of a company rests in the ability to foster a dynamic and vibrant community.

ServiceNow's annual user group meeting, Knowledge, represents the very nature of the community. Knowledge11, the fifth annual user group conference, experienced a fifty percent boost in attendance with almost one thousand customers and partners. Education, collaboration, networking and enthusiasm make Knowledge one of the most unique and must-attend conferences in the IT industry.

Online help available to system users

Online help is available at all times from ServiceNow's customer website and the product itself. It is graphical in nature and written so a normal user can understand it.

#### 4.5 TRAINING COMPLETION

ServiceNow will do its best to accommodate System Administration training on the expected date, through regularly scheduled public training classes or onsite as applicable. All onsite training requests must be submitted to the ServiceNow Training Coordinator for availability of resources.

#### 4.6 SERVICE LEVEL AGREEMENT

ServiceNow shall provide support response to System inquiries under the following guidelines. ServiceNow shall use all commercially reasonable efforts to resolve incidents according to the Target Reapplication Time set forth below, however, Customer acknowledges that such metrics are only targets and can not be guaranteed.

	Production Instance Response Time	Non-Production Instance Response Time
Availability Defect	P1 30 minutes per 24 x 7 x 365	P2 2 hours per 24 x 7 x 365
Critical Defect	P2 2 hours per 24 x 7 x 365	P3 12 hours per 24 x 5, excluding holidays
Non-Critical Defect	P3 12 hours per 24 x 5, excluding holidays	P4 24 hours per 24x5, excluding holidays
Other	P4 N/A	P4 N/A

The priority level will be assigned by these guidelines: **"P1"** is a production instance of the Product not Available; **"P2"** is a non-production instance not Available or a Defect in a critical function of a production instance; **"P3"** is a production instance Defect that is not a P1 or P2 request or a Defect in a critical function of a non-production instance; and **"P4"** is a Defect that is not a P1, P2 or P3 request.

## 4.7 SUPPORT

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### Support Availability

ServiceNow provides 24 x 7 customer support for P1 and P2 incidents via our Customer Support Portal <http://www.ServiceNow/hi/> and a call center located at our corporate headquarters in San Diego, California with additional support personnel in the US Eastern time zone and in London, England. Level 1 and 2 customer support engineers are skilled development professionals who are generally responsible for answering customer questions, providing technical guidance and managing the process of bug-fixes or otherwise resolving issues with the use of our software.

All inbound tickets are categorized and prioritized with Priority 1 incidents being handled by the on-call developer, available 24 hours a day, 365 days a year.

For additional information on our customer support operations, please see view the [ServiceNow Wiki](#).

### Prioritization

ServiceNow prioritizes customer incidents under the following guidelines:

- P1:** A P1 level request should be used to request resolution of any Defect causing a production instance of the Licensed Software not to be Available.
- P2:** A P2 level request should be used to request: (1) resolution of any Defect causing a non-production instance of the Licensed Software not to be Available or (2) resolution of any Defect that causes any mission critical function of any production instance of the Licensed Software to perform unacceptably or to fail.
- P3:** A P3 level request should be used to request: (1) resolution of any Defect related to the production instance of the Licensed Software that does not qualify as a P1 or P2 level request or (2) resolution of any Defect that causes any mission critical function of any non-production instance of the Licensed Software to perform unacceptably or to fail.
- P4:** A P4 level request should be used for any request that does not qualify as a P1, P2 or P3 level request.

### Metrics

Metric reporting is available through customer dashboards within their specific instance. These reports may be scheduled and delivered if desired.

## 5.0 PRICING

### 5.1 SOFTWARE LICENSE

Most clients request that software license fees be broken down fully into all separate components and modules (if separate distinct software packages) required to deliver the Application. Typically these are specified for each item:

- Name of software product
- Description of functionality
- License type (e.g. per site, per named user, per concurrent user, per server etc)
- License term (e.g. perpetual, annual etc)
- Unit Price
- Quantity
- Total Price

#### ServiceNow Approach to Licensing

The view of ServiceNow is that traditional software licensing practices are onerous at best and incomprehensible at worst. Although we recognize that no one license model will work perfectly for all organizations from the mid-market to the large global enterprise, we have tried to devise a model which is simple to understand, easy to manage for all parties and most of all, fair in its pricing.

Understanding our business and how customers use enterprise-class applications, we have tried to account for the consistent process user, as well as the more occasional user - all in a single license, where the price point accounts for those using the system on a daily basis, and those using the system less frequently as work is assigned to them.

All process users of the ServiceNow applications require a license.

#### Subscription-based Licensing

ServiceNow is offered solely in a software-as-a-service (SaaS) model, therefore all maintenance, support, training, automated upgrades, hardware, hosting facilities, redundancy and security are included in the subscription pricing below.

ServiceNow is priced on a Subscription Basis. We price by named IT process user in the system, starting at \$110/user/month and sliding down from there based on the number of process users and the duration of the contract.

Additional subscription fees are charged for Discovery/Application Dependency mapping – starting at \$5 per physical server per month (for a minimum of 500 physical servers) and sliding down based on contract length and the number of physical servers

Further subscription fees are charged for Runbook Automation (RBA) – starting at \$5 per impacted server (physical and virtual) per month (for a minimum of 500 servers) and sliding down based on contract length and the number of servers



## User Types

ServiceNow recognizes two distinct types of users within the system with different license requirements.

User Type	License Requirements
<b>1. End User</b>	<p>This is the broader State of West Virginia employee population who might access the system through our employee self-service functionality to perform the following functions:</p> <ul style="list-style-type: none"> <li>▪ Open or submit any type of request of the IT organization including but not limited to Incidents, Changes, and service requests</li> <li>▪ Check status of requests</li> <li>▪ Access and use the knowledge base</li> <li>▪ View reports</li> </ul> <p><i>There is a 15 to 1 End User to Process User license allocated free of charge. A nominal fee may be assessed for End Users above that ratio.</i></p>
<b>2. Process /Admin Users</b>	<p>A Process User is any individual with a defined role in the system that will access the applications on a routine basis for one or more of the following functions:</p> <ul style="list-style-type: none"> <li>▪ Open, update, assign, categorize or close an Incident, Change, Release or Problem</li> <li>▪ Create Approval Requests</li> <li>▪ Create a Task</li> <li>▪ Actively manage inventory or Configuration Items</li> <li>▪ Actively manage contracts and software licenses</li> <li>▪ Build or manage Service Catalog items</li> <li>▪ Build or manage Knowledge Articles</li> <li>▪ Create or modify a Report</li> </ul> <p>Every Process User requires a license. It is the number of Process Users within the system from which the subscription license price is derived.</p>

## Proposed Applications

ServiceNow recommends the State of West Virginia subscribe to and deploy the ServiceNow Enterprise Edition. The Enterprise Edition is our full suite of applications (excluding Discovery and Application Dependency Mapping and Runbook Automation). This suite of applications includes but is not limited to:

Module	Business Function	Business Value
<b>Asset Portfolio Management</b>	<ul style="list-style-type: none"> <li>▪ Tracks and manages the financial data associated with all infrastructure assets owned, leased, rented or borrowed</li> </ul>	<ul style="list-style-type: none"> <li>▪ Measures costs associated with all assets for historical analysis and improved decision making</li> </ul>
<b>Asset Contract Management</b>	<ul style="list-style-type: none"> <li>▪ Tracks and manages all of the contracts warranties, leases and software licenses associated with an organization or Configuration Item</li> </ul>	<ul style="list-style-type: none"> <li>▪ Maximizes use of all associated warranties and service contracts</li> <li>▪ Maximizes utilization of all infrastructure assets</li> <li>▪ Mitigates exposure to financial penalties associated with lease contract or software license violations</li> </ul>



## 5.2 EMPLOYEE SELF-HELP

The standard ServiceNow subscription allows Self-service/End users to access the application set at a low additional incremental charge. This includes the ability to browse the service catalog, request goods and services, open incidents or change requests, view status of all submitted requests, search the knowledge base, view recent news and alter their specific user profile (all predicated an user rights driven by security definitions).

## 5.3 ADDITIONAL ENVIROMENTS AND INSTANCES

Production, and an OAT, Training and Development environments are provided for a minimum of 2 separate environments. The State of West Virginia will not have to pay for non-production licenses and non-production environments are available at zero or low cost.

## 5.4 MAINTENANCE FEES

ServiceNow is offered in a SaaS model; therefore all maintenance, support, and hardware are included in the subscription fee.

## 5.5 FEES & CONDITIONS

Invoice Schedule		
Service	Invoice Date	Currency US Dollars
First Year Subscription Fees – Enterprise Edition, Discovery	TBD	\$42,000
Implementation and Consulting Service Fees – Enterprise Edition, Discovery	TBD	\$1,400 / day
Second Year Subscription Fees – Enterprise Edition, Discovery	N/a	N/a
Third Year Subscription Fees – Enterprise Edition, Discovery	N/a	N/a
<b>Grand Total</b>		<b>\$42,000</b>
<b>Payment Terms</b>		<b>Net 30 Days</b>

- 36 month agreement - For this RFQ we are proposing a 12mo term per the requirements
- Annual payments
- First year due at contract execution according to the above payment schedule

### ServiceNow Subscription Includes:

- Full use of all applications (Discovery and Application Dependency Mapping and RBA licensed separately)
- Multiple instances (i.e. Sandbox, Development, UAT, Staging, Production)
- Hosted, fully redundant infrastructure in a SAS-70 Type II datacenter
- Implementation consulting service defined in Statement of Work
- System administration training (three days for up to two administrators)
- Automatic upgrades

### Customer Expectations

- The State of West Virginia to provide project management leadership for the implementation
- The State of West Virginia to provide specific business, functional design, and process requirements
- The State of West Virginia to lead training for internal staff (ServiceNow to provide guidance)
- The State of West Virginia will assign a ServiceNow system administrator that will make best efforts to learn how to configure the system (through administrative trainings and ServiceNow's [Wiki](#))

- The State of West Virginia shall reimburse ServiceNow for all authorized, reasonable and verifiable travel expenses incurred during the performance of the Implementation Services. ServiceNow agrees to keep commercially reasonable records of all expenses to support claims for reimbursement from Customer. All fees and expenses shall be invoiced to Customer within sixty (60) days of the date the fees and expenses were incurred. Terms are payable net thirty (30) days.

## **5.6 PROFESSIONAL SERVICE FEES**

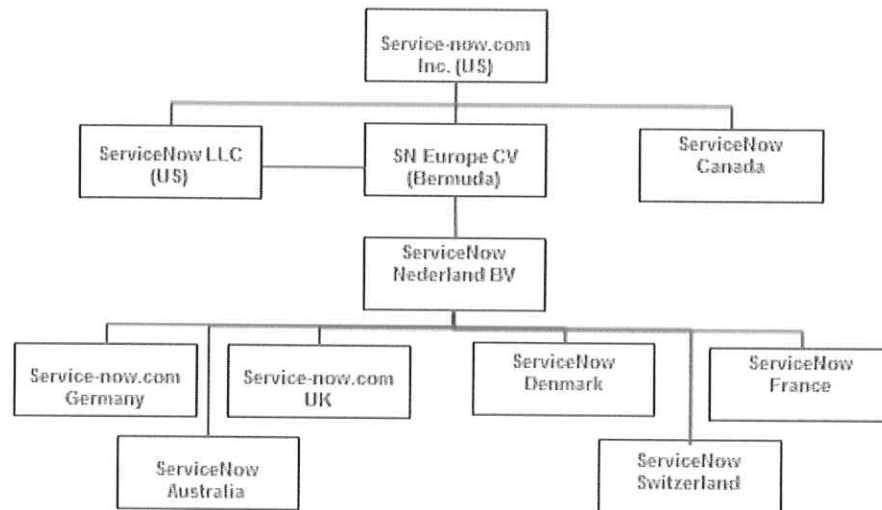
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## 6.0 COMPANY INFORMATION

### 6.1 CORPORATE STRUCTURE

The following describes the structure and ownership of our organization.

ServiceNow is a publicly traded company and has no subsidiary or intentions to acquire, merge or to be purchased by any other company. ServiceNow was founded in 2003 by Fred Luddy, former Chief Technology Officer of Peregrine Systems and Remedy, and the chief architect of the Peregrine (now HP) application set, ServiceCenter®.



### 6.2 LEADERSHIP INFORMATION

Our CEO is Frank Sloodman. Frank brings 25 years of experience as an enterprise software entrepreneur and executive to ServiceNow. As the CEO of Data Domain, Frank blazed new trails creating a high-growth enterprise storage company that went public on NASDAQ in 2007.

ServiceNow is an organization of unprecedented experience. Our founder, Fred Luddy, has more than 20 years of dedicated service to the IT service management market place. Most of our employees have similar backgrounds, many with ten or more years experience from companies including Peregrine Systems, BMC, Mercury Interactive, Hewlett-Packard, Altiris, Symantec, Axios, Quest Software, CA and FrontRange.

ServiceNow represents one of the fastest growing software companies in the world with more than triple digit revenue growth year-over-year. In FY2010, the company again demonstrated growth of more than 100%, remains cash flow positive and profitable and continues to hold substantial cash reserves.

ServiceNow received Series A and Series B equity investments from JMI Equity Investments totaling \$7.5 million and has maintained this funding as cash reserves. In December 2009, Sequoia Capital validated ServiceNow's tremendous growth opportunity by investing in ServiceNow employees. The investment totaling more than \$51M created a liquidity event for tenured ServiceNow employees.

ServiceNow enjoys a very strong financial situation based on our very strong customer acquisition rates, total sales and cash collections to date. The company is well managed and led by our CEO, as well as our Chief Financial Officer, Michael Scarpelli.

### **6.3 REFERENCES**

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Provided are the names and ServiceNow initiation dates for three State's to whom we have recently provided comparable products & services to those set out in this RFQ and who will be willing to act as reference sites for our evaluation.

**Commonwealth of Pennsylvania:** Customer since 07/01/2013

**State of Delaware:** Customer since 12/31/2012

**New York State Office of Technology:** Customer since 06/11/2010

## EXHIBIT 1.0 BUSINESS REQUIREMENTS/FUNCTIONALITY

Provided below is detailed information about our support for the following requirements.

Exhibit 1.0: Business Requirements and Exhibit 2.0: Technical Requirements outlines information in a number of requirement areas. Responses are in traditional format, explaining our position and capabilities and answers are kept succinct.

Explanation	Abbreviation
Supported in "out-of-box" system (generally available)	SUP
Supported but requires configuration	CON
Supported via customizations	CST
Planned technology to be available in general release within six months	PLN
Supported via pre-integrated 3 <sup>rd</sup> party functionality	3RD
Not supported	NS
Not applicable	N/A

### GENERAL USABILITY (GU)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
GU.01	Template use enabling simple and quick submission of common tickets.	SUP	ServiceNow templates are designed to be simple and easy to use; these templates are easily customized to meet specific requirements. There is no limitation to the number of templates created in the system.
GU.02	Training material.	SUP	Online support is available throughout the application and can be customized to meet the State of West Virginia's specialized task. ServiceNow provides a complete Knowledge management modules that can support not only service management issues but all departments' documentation, forms, policy etc.
GU.03	Editable online Help Facility (End user facing).	SUP	Yes please review response above in GU2. With customizable home pages, FAQs or Hot Issues can be displayed by user, group, department, location or even company wide. ServiceNow supports attachments that can be used within the knowledgebase or even attached to an Incident, Problem, Change or any type of record.
GU.04	Accessibility to persons with disabilities	SUP	Where applicable ServiceNow's application supports section 508 with the exception of 1194.21(h). A VPAT is available upon request for more granular detail of ServiceNow 508 compliance details.
GU.05	Intuitive GUI / process driven by tool e.g. <ul style="list-style-type: none"> <li>Keep it simple</li> <li>Use colors sparingly</li> </ul>	SUP	The ServiceNow Web 2.0 interface is inspired by familiar business to consumer Web applications resulting in consumerization of IT. Our goal is to drive simplicity into application usage by leveraging many usability features found in Apple iTunes, Amazon.com, Google, Salesforce.com, FedEx tracking systems, Southwest Airlines ticket reservations and many more. The mobile revolution has also played and will

	<ul style="list-style-type: none"><li>▪ Be consistent in naming and design</li><li>▪ Present similar functionality in similar ways</li><li>▪ Design to help people understand</li><li>▪ Make advanced features unobtrusive</li><li>▪ Instructions and critical info should be visible/findable</li></ul>		<p>continue to play a significant role as we work to simplify the user experience. Everything (data, business rules, reports, so on) within ServiceNow is designed to be accessible with the click of a mouse.</p> <p>All applications in ServiceNow have been developed by ServiceNow employees utilizing our organic development strategy. You won't find acquired or OEM technology in ServiceNow. The application is designed to operate in a consistent manner whether in Incident Management or Project Management. The single platform as a service ensures single administration leveraging shared resources across all ServiceNow applications.</p>																								
GU.06	Role profile driven workflow.	SUP	<p>Once a profile has been created business rules and workflows are applied to guide the user. Industry standard workflows have already been created to quickly get the State of West Virginia's up and running. All of the user profiles are defaulted in the application and many more.</p> <table><tr><th>Role</th><th>Description</th></tr><tr><td>admin</td><td>The System Administrator role. This role has access to all system features, functions, and data, regardless of security constraints. <i>Grant this privilege carefully.</i> If you have sensitive information, such as HR records, that you need to protect, you must create a custom <b>admin</b> role for that area and train a person authorized to see those records to act as the administrator. Also note the <a href="#">Special Administrative Roles</a>.</td></tr><tr><td>agent_admin</td><td>Can download and administer the system's built-in agent</td></tr><tr><td>approval_admin</td><td>Can approve or reject approvals</td></tr><tr><td>assignment_rule_admin</td><td>Can manage Assignment Rules</td></tr><tr><td>asset</td><td>Can manage hardware and software assets</td></tr><tr><td>catalog</td><td>Has access to Services catalog requests</td></tr><tr><td>catalog_admin</td><td>Can manage the Service Catalog application, including Catalog categories and items</td></tr><tr><td>ecmdb_admin</td><td>Can administer the CMDB</td></tr><tr><td>filter_admin</td><td>Can manage filters</td></tr><tr><td>filter_global</td><td>Can create global filters</td></tr><tr><td>filter_group</td><td>Can create filters that belong to groups of which the user is a member</td></tr></table>	Role	Description	admin	The System Administrator role. This role has access to all system features, functions, and data, regardless of security constraints. <i>Grant this privilege carefully.</i> If you have sensitive information, such as HR records, that you need to protect, you must create a custom <b>admin</b> role for that area and train a person authorized to see those records to act as the administrator. Also note the <a href="#">Special Administrative Roles</a> .	agent_admin	Can download and administer the system's built-in agent	approval_admin	Can approve or reject approvals	assignment_rule_admin	Can manage Assignment Rules	asset	Can manage hardware and software assets	catalog	Has access to Services catalog requests	catalog_admin	Can manage the Service Catalog application, including Catalog categories and items	ecmdb_admin	Can administer the CMDB	filter_admin	Can manage filters	filter_global	Can create global filters	filter_group	Can create filters that belong to groups of which the user is a member
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			personalize_list	Can personalize lists
			personalize_responses	Can personalize predefined responses for Journal fields designated as suggestion fields
			personalize_rules	Can personalize Business Rules and scripts. This role contains the following, specialized roles for granting selective, administrative access to rules and scripts: <ul style="list-style-type: none"> <li>business_rule_admin</li> <li>client_script_admin</li> <li>ui_policy_admin</li> <li>ui_action_admin</li> </ul>
			personalize_styles	Can personalize field styles
			personalize_ui	Can personalize forms and lists
			public	No login is required to access features or functions with the <b>public</b> role
			release_admin	Can edit <b>Release history</b> for a Release
			report_admin	Can manage reports
			report_global	Can create global reports
			report_group	Can create reports that belong to a group of which the user is a member
			report_publisher	Can make reports available on a public page
			report_scheduler	Can schedule a report to be emailed
			soap	Can query, create, update, and delete records on all tables, as well as execute scripts
			soap_create	Can create records on all tables and columns
			soap_delete	Can delete records on all tables and columns
			soap_ecc	Can query, create, and update on the ECC Queue table only
			soap_query	Can query records on all tables and columns
			soap_query_update	Can query and update records on all tables and columns
			soap_script	Can execute business rule endpoint function via <b>script.do</b>
			soap_update	Can update records on all tables and columns

			survey_admin	Can manage Survey Masters, Questions, and Instances
			survey_reader	Can read Survey Instances and Responses
			task_editor	Can edit protected task fields
			template_editor	Can edit/modify templates. Included in the itil role out-of-box
			template_editor_global	Can create templates for global use
			template_editor_group	Can create templates for groups
			template_scheduler	Can schedule template-based record creation
			text_search_admin	Can customize Global Text Search groups and tables
			timecard_admin	Enables users to approve, modify, and delete the timecards of other users
			ts_admin	Can administer <a href="#">Zing text search</a> . Available with the <a href="#">June 2011 Preview 3</a> release.
			user	Available for customer use, has no function out-of-box
			user_admin	Can administer users, groups, locations, and companies
			view_changer	Can switch active views
			workflow_admin	Can create, edit, publish or delete graphical workflows
			workflow_creator	Can create new graphical workflows
			workflow_publisher	Can publish graphical workflows
			<b>Role</b>	<b>Privilege</b>
			assignment_rule_admin	Allows management of <a href="#">Assignment Rules</a>
			ui_script_admin	Allows management of <a href="#">UI Scripts</a>
			script_include_admin	Can manage <a href="#">Script Includes</a>
			metric_admin	Allows management of <a href="#">Performance Metrics</a>
			ui_page_admin	Can manage <a href="#">UI Pages</a>
			ui_macro_admin	Can manage <a href="#">UI Macros</a>
			form_admin	Can manage Forms, and Form Sections and Section Elements.
			Roles Contained in <i>personalize_rules</i>	

			<table><tr><td>business_rule_admin</td><td>Can manage <a href="#">Business Rules</a>.</td></tr><tr><td>client_script_admin</td><td>Can manage <a href="#">Client Scripts</a></td></tr><tr><td>ui_policy_admin</td><td>Can manage <a href="#">UI Policies</a></td></tr><tr><td>ui_action_admin</td><td>Can Manage <a href="#">UI Actions</a></td></tr></table>	business_rule_admin	Can manage <a href="#">Business Rules</a> .	client_script_admin	Can manage <a href="#">Client Scripts</a>	ui_policy_admin	Can manage <a href="#">UI Policies</a>	ui_action_admin	Can Manage <a href="#">UI Actions</a>
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ui_policy_admin	Can manage <a href="#">UI Policies</a>										
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GU.07	Group and user driven layout and presentation.	SUP	<p>This can be accomplished in multiple ways, individually, by group, user type, department, location or any other division that the State of West Virginia's desires. The application comes fully loaded with security-defined roles and new roles can be easily added. ServiceNow role-based security (Contextual Security) filters data so that users can only view data that is relevant to their job function or security clearance/entitlement.</p> <p>Multiple layouts can be added and each layout may be accessed by any individual or user group with proper permission. The application provides multiple template/layouts that can be easily modified. ServiceNow supports multi-tenancy using domain separation for larger organizations or managed service providers.</p>								
GU.08	Group and user driven security.	SUP	Role-based security is not just on the whole database it can be for specific tables or even fields within the table. ServiceNow also has the capability to save where you were in the application. Each technician, group, location or an individual can have a customized user interface. Similar to how you manipulate iGoogle or MyYahoo. ServiceNow supports multi-tenancy using domain separation for larger organizations or managed service providers.								
GU.09	Simplified User Administration.	SUP	ServiceNow provides multiple user types that can be altered and given more or less rights depending on the State of West Virginia's business processes and needs. ServiceNow is a role-based application that allows for ease of user and system administration. Roles are tied to the 'Contextual Security' model and can be modified as needed.								
GU.10	Logging and audit trail on admin activities (system changes).	SUP	ServiceNow logs all system activity. Detailed history can be accessed by simply right-clicking the top part of any form; a detailed searchable calendar of all changes is displayed. Additionally, ServiceNow provides searchable system logs, which store information about all system level transactions. Audit reports can be automatically generated as distributed on a defined schedule.								
GU.11	Logging and audit trail on ticket activity.	SUP	Record creation and all relevant record changes are captured utilizing a time-stamp while linking the user to the change. Audit reports can be automatically generated and distributed on a defined schedule.								

## CONFIRGURATION/ASSET/DISCOVERY (CAD)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response

CAD.01	Facilitate the registration and management of an organization's Configuration Items (CI). For example, hardware, software, contracts, and SLAs.	SUP	All CIs can be captured within the system either manually, via discovery or through integration with other discovery tools. Examples include hardware, software, servers, documents, people and more.
CAD.02	Facilitate the recording of CI attributes. For example, serial number, version, and location attributes.	SUP	CI attributes are configurable so you can capture all of the information (and more) described within the requirement.
CAD.03	Facilitate the automated validation of CI data. For example, all CI names unique.	SUP	All CI names can be unique.
CAD.04	Facilitate the establishment of relationships between CI. For example, parent / child, peer-to-peer, upstream / downstream relationships.	SUP	All relationships whether they are parent/child, sibling, etc can be associated with different CI records. A visual map allows you to see the dependencies between all of them.
CAD.05	Support customizable CI lifecycle status management. For example, planned, ordered, under development, in test, implementation, production, in repair/ maintenance.	SUP	This is standard out of the box functionality.
CAD.06	Facilitate only authorized access to the CMDB for read, write, and modify activities.	SUP	The system is role based and users can be provided different levels of access for read, write and modification activities.
CAD.07	Facilitate the recording of CI baseline information. For example, reverting to a previous version of CI configuration in the event that a change fails.	SUP	<p>The CMDB baseline capability provides two capabilities that help you to understand and control the changes that have been made to your configuration items.</p> <ul style="list-style-type: none"> <li>* The ability to create a snapshot of your configuration items called a baseline and then look at all the changes that have been made to that configuration item since a given baseline. Multiple baselines may be created and the system will track the changes that have been made per baseline. When a baseline is created, the attributes of the CI are captured as well as all first level relationships for the CI. Any changes to the base CI or to any related CI will be captured and displayed.</li> <li>* The ability to associate a configuration item with a task (generally a change or change task) and to propose changes that will be made to the CI once the change is complete. You can record changes and these changes will not be applied to the CI immediately but rather delayed until the change is complete. When the change is complete, the user can choose to Apply Proposed Changes which will make all changes previously proposed and will associate the changes with the task. In the event a change fails you</li> </ul>

			can choose not to apply the proposed changes to maintain the integrity of your CI information.
CAD.08	Facilitate the logging of historical changes to the CI record for auditing purposes. For example, installation date, records of changes, previous locations. Is there a limitation on size? Is there archiving capability?	SUP	All historical changes to a CI record can be audited and reported on. There is no limitation on size. By default ServiceNow will keep up to 7 years of records but if archiving is desired the information can be exported.
CAD.09	Facilitate the verification of the CI data with the actual physical infrastructure by manual means. For example, the use of Systems management tools to validate real time vs. static information.	SUP	CI data can be reconciled in a number of different ways whether populated automatically or manually. Our toolset provides the capabilities to report and notify on differences between both real-time and static data. Depending on the unique needs some customization may be required.
CAD.10	Provide flexible management reports regarding CI inventory, and asset to facilitate configuration audits.	SUP	Reporting can be performed on any field within the database. Because any field can also be audited the full history of any CI or group of Configuration Items is supported.
CAD.11	Provide flexible management reports regarding CI financial information to facilitate configuration audits?	SUP	Please see the answer to the response above (CoM-10).
CAD.12	Facilitate relating CI's to user accounts.	SUP	This is standard out of the box functionality.
CAD.13	Facilitate the integration of CMDB data with Incident records.	SUP	Incidents have the ability to reference CMDB records out of the box since both modules are built on the same platform and therefore integrated.
CAD.14	Facilitate Incident Management in providing criticality and impact indicators of failed CIs for classification of incident records.	SUP	All Configuration Items can work along with Service Level Management and Incident Management to instantly identify the criticality and impact to the business. Factors such as VBFs (Vital Business Functions) can be identified and tied to records to drive workflow.
CAD.15	Facilitate the integration of CMDB data within Problem Management records.	SUP	Both modules are built on the same platform so this functionality is inherent to how ServiceNow works.

CAD.16	Facilitate proactive Problem Management by identifying infrastructure components that are problematic or unstable. For example, status accounting provides information about weak or maintenance prone configuration item.	SUP	Proactive Problem Management can be supported in a number of ways. One example includes flagging Incident or CI records as potential Problem Management candidates and then notifying an individual via email or a report of their suspect causes.
CAD.17	Facilitate the integration of CMDB data within the Change Management records.	SUP	Both modules are built on the same platform so this functionality is inherent to how ServiceNow works.
CAD.18	Facilitate the assessment and approval of change requests by providing information on affected CI.	SUP	All approvals can have assessment information associated with them so the approver or group of approvers have all the information they need before making a decision.
CAD.19	Facilitate the identification of different RFCs that pertain to the same CI.	SUP	This is standard out of the box functionality.
CAD.20	Facilitate the recording of CI status changes when changes are proposed or authorized changes are implemented. For example: nature of change, future status, scheduled date of change.	SUP	All CI status changes can be tracked and reported on.
CAD.21	Provide a form of (graphic) display to show the relationships between CI.	SUP	A graphical representation showing the dependencies between Configuration Items is included out of the box.
CAD.22	Facilitate scheduled configuration audits.	SUP	This is standard out of the box functionality.
CAD.23	Automate the updating of the live environment. For example, integration with software release packages for software or virus definition updates.	SUP	We provide a number of different integration tools that can trigger the automation of events in other software toolsets such as software release packages, remote control and virus updates. Depending on the tool and the level of integration required we may have a native integration or may need to rely on the integration technologies provided within our administer functions.
CAD.24	Customize the CI relationship models to meet organizational requirements.	SUP	Relationship models can be custom designed to support different needs. Examples include upstream/downstream relationships, etc.

CAD.25	Facilitate the automated reestablishment of parent and child relationships when CI are added, deleted, or updated.	SUP	This can be accomplished by using our Federation, Reconciliation and Discovery technologies all available within the CMDB.
CAD.26	Allow for reporting and reconciling discrepancies between live environment and CMDB.	SUP	ServiceNow can report on discrepancies between what the managed baseline should be and what it actually is. You can also use native ServiceNow discovery technologies or work with other systems such as Altiris.
CAD.27	Allow for reporting and reconciling discrepancies between federated databases.	SUP	Reconciliation is extensible in the system and works well over a range of discovery techniques including SNMP, LDAP, WMI, uploaded Excel Spreadsheets, data from OpenView, NetView, LANDesk, Microsoft SMS, etc. All of this data can be audited and reported on.
CAD.28	Have the ability to define a Standard Operating Environment (baseline); e.g., tracking the baseline of desktop computers being deployed.	SUP	<p>The CMDB baseline capability provides two capabilities that help you to understand and control the changes that have been made to your configuration items.</p> <ul style="list-style-type: none"> <li>* The ability to create a snapshot of your configuration items called a baseline and then look at all the changes that have been made to that configuration item since a given baseline. Multiple baselines may be created and the system will track the changes that have been made per baseline. When a baseline is created, the attributes of the CI are captured as well as all first level relationships for the CI. Any changes to the base CI or to any related CI will be captured and displayed.</li> <li>* The ability to associate a configuration item with a task (generally a change or change task) and to propose changes that will be made to the CI once the change is complete. You can record changes and these changes will not be applied to the CI immediately but rather delayed until the change is complete. When the change is complete, the user can choose to Apply Proposed Changes which will make all changes previously proposed and will associate the changes with the task.</li> </ul>
CAD.29	Provide API access to the CMDB.	SUP	The Perl API provides a library of Perl classes and sub routines for programmatic access to the platform and its applications. The API utilizes the SOAP web service interface of the platform.
CAD.30	Integrate with Active Directory. How many Domains?	SUP	<p>Active Directory integration is native to our application and multiple domains can be supported within the same forest or completely non-trusted domains. The recommended method is to create a separate LDAP server record for each domain. Each LDAP server record must point to a domain controller for that given domain. This means you will have to allow connections to each of the domain controllers.</p> <p>Once you expand to more than one domain it is critical that you identify unique LDAP attributes to be used as the application user names and import coalesce values. A common unique coalesce attribute for Active Directory is objectSid. Unique user names will vary based on your LDAP data design, common attributes</p>



			are email or userPrincipalName.
CAD.31	Provide ability to track equipment ownership and service history.	SUP	All ownership of equipment is stored with the records.
CAD.32	Track hardware and software vendor information.	SUP	Hardware and software vendor information can be stored, tracked and associated with particular Configuration Items.
CAD.33	Provide ability to track hardware defects.	SUP	This is standard out of the box functionality.
CAD.34	Track software and hardware installation information.	SUP	This is standard out of the box functionality.
CAD.35	Track maintenance and lease information.	SUP	This is standard out of the box functionality.
CAD.36	Track product and support information.	SUP	This is standard out of the box functionality.
CAD.37	Support bar coding and scanning with handheld scanners to track inventory.	SUP	Windows itself supports over 200 different bar code symbologies. We can process and store common files from industry standard bar coding systems to facilitate the recording of information from those systems.
CAD.38	Provide ability to produce asset tag labels.	SUP	This is standard out of the box functionality.
CAD.39	Support equipment RMA process tracking.	SUP	RMA process tracking is not enabled out of the box but the system can be easily configured to support this requirement.
CAD.40	Support inventory lifecycle management to track item from purchase request to final disposal.	SUP	All Inventory Items can have a lifecycle associated with them starting with an ordering status to retired. In each phase of those statuses different workflow can be triggered to support your unique needs.
CAD.41	Print inventory report.	SUP	This is standard out of the box functionality.
CAD.42	Provide ability to track and manage software licenses and software agreements.	SUP	Software licenses and agreements can be tracked against Configuration Items. Additionally we provide the ability to understand install rates for a financial view into your Software Asset Management.

CAD.43	Support parent / child structure for hardware component tracking with user defined items or components.	SUP	Parent/Child relationships can be created for any records stored within our database so this requirement is supported natively.
CAD.44	Provide ability to remotely audit and inventory workstation hardware and software components.	SUP	This capability is provided natively with our Discovery engine.
CAD.45	Automatically retrieve and store workstation configuration (e.g. CPU, OS version, ROM BIOS info, memory info, disk info, printer info, video info, and all system devices)	SUP	This capability is provided natively with our Discovery engine.
CAD.46	Automatically capture workstation startup files (autoexec.bat, win.ini, etc.)	SUP	ServiceNow doesn't collect workstation files but it does collect information about systems which is similar, if not the same, stored within those files via our discovery engine. Discovery uses conventional techniques and technology to extract information from computers and other devices. It uses a wide variety of probes (simple commands or queries) to gather information, and matching sensors (small, simple programs, usually in JavaScript that you can modify) to analyze that information and load it into the CMDB. Discovery uses these probes and sensors to explore any given computer or device, starting first with basic probes and then using more specific probes as it learns more. Discovery finds out about the existence of any device connected to the network by using the Shazzam probe to determine what TCP ports are open, and whether the device responds to SNMP queries. From this information, Discovery infers what kind of device is at that IP address – a Unix server, a Windows computer, network switch, and so on.
CAD.47	Maintain audit history of all changes to workstations.	SUP	This is standard out of the box functionality.
CAD.48	Facilitate secure and role-based access to the Configuration Management Database to navigate, modify and extract Incident related information.	SUP	The entire ServiceNow platform provides role based security enabling and disabling the functions, data, workflow, etc that users have available to them.
CAD.49	Access user data from Active Directory and LDAP. Automatic reorganizations and re-assignment of staff by organization.	SUP	This is standard out of the box functionality.

CAD.50	Support an interface with the Change Management tool to determine whether scheduled changes provide a solution to an existing Incident(s).	SUP	Asset and Configuration Management works hand in hand so Changes with related Problems and Incidents can be reported and alerted on. The ServiceNow platform is holistic and all modules are built using the same technology so it extremely simple to use and modify.
CAD.51	Record user definable CI attributes (e.g. serial number, version, and location attribute).	SUP	You can create any user definable attribute with the ServiceNow platform.
CAD.52	Control attributes through role based security and business rules.	SUP	The entire ServiceNow platform provides role based security enabling and disabling the functions, data, workflow, etc that users have available to them.
CAD.53	Maintain a history of all CIs (both a historical record of the current version – such as installation date, records of changes, previous locations, etc.) and of previous versions	SUP	This is handled through the audit history of a CI record and can be configured to meet any unique requirements such as tracking certain fields while ignoring others.
CAD.54	Display, in a graphical format, the configuration or network maps of interconnected CIs, and to input information about new CIs via such maps.	SUP	ServiceNow's CMDB, in contrast to a static asset list, tracks not only the configuration items within your system, but also the relationships between those items. A web application, for example, might read data from a particular instance of Oracle, which in turn might depend on a piece of underlying hardware. Most CI's in a CMDB will have multiple relationships, to other CI's, to users and to groups.  In many cases, the relationships between CI's can be automatically discovered. If you use ServiceNow's Discovery product, many relationships will be automatically loaded into the system through the discovery process. Likewise, if you pull your CMDB data from another system, you may get some form of relationships coming in as part of your import. Regardless of the data source, you may want to augment these automated relationships with others you define yourself.
CAD.55	Ability to show the hierarchy of relationships between 'parent' CIs and 'child' CIs.	SUP	Establishing hierarchy between Configuration Items is a standard function of our toolset.
CAD.56	Provides reports to perform impact analysis activities.	SUP	Impact analysis can be recorded on any CI record and associated with other records such as Problems and Changes. Because you can report on any data stored within the system you can report on Impact Analysis.
CAD.57	Support user defined CI lifecycle status management.	SUP	All Configuration Items can have a lifecycle associated with them starting with an ordering status to retired. In each phase of those statuses different workflow can be triggered to support your unique needs.

CAD.58	Record CI baselines or historical information.	SUP	<p>The CMDB baseline capability provides two capabilities that help you to understand and control the changes that have been made to your configuration items.</p> <ul style="list-style-type: none"> <li>* The ability to create a snapshot of your configuration items called a baseline and then look at all the changes that have been made to that configuration item since a given baseline. Multiple baselines may be created and the system will track the changes that have been made per baseline. When a baseline is created, the attributes of the CI are captured as well as all first level relationships for the CI. Any changes to the base CI or to any related CI will be captured and displayed.</li> <li>* The ability to associate a configuration item with a task (generally a change or change task) and to propose changes that will be made to the CI once the change is complete. You can record changes and these changes will not be applied to the CI immediately but rather delayed until the change is complete. When the change is complete, the user can choose to Apply Proposed Changes which will make all changes previously proposed and will associate the changes with the task.</li> </ul>
CAD.59	Automate validation of CI data through use of data validation and reconciliation techniques.	SUP	<p>Configuration items are frequently discovered and entered into the CMDB through multiple technologies. Reconciliation provides a technique for matching discovered CMDB data by a number of attributes including, but not limited to Asset Tag, Serial Number, MAC Address, Host name, IP Address.</p> <p>Reconciliation is extensible in the system and works well over a range of discovery techniques including SNMP, LDAP, WMI, uploaded Excel Spreadsheets, data from OpenView, NetView, LANDesk, Microsoft SMS, etc.</p>

## INTEGRATION (INT)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
INT.01	Integration with e-mail with regards communication and notification after ticket is created.	SUP	<p>ServiceNow provides a robust mechanism for automatic event-based email notifications. By default, users will be notified when an incident is:</p> <ul style="list-style-type: none"> <li>• Opened on their behalf</li> <li>• Assigned to them</li> <li>• Closed or resolved</li> </ul> <p>Email is bidirectional so replies will automatically update the corresponding ticket.</p>
INT.02	Integration with pagers.	SUP	ServiceNow integrates with pagers via email or SMS text messages.
INT.03	Functionality supporting tickets created by email.	SUP	Bidirectional email support offered as a strength of ServiceNow. ServiceNow can correlate email content with specified records including incidents, problems and change requests allowing records to be

			automatically populated.
INT.04	E-mail conversation management (tracking email traffic associated with the ticket).	SUP	ServiceNow provides bi-directional email capabilities by default. All inbound and outbound emails are associated with the ticket and are graphically displayed as small email icons, which can be expanded to see the message body.
INT.05	Ability for Event Mgmt systems to create Incident tickets.	SUP	ServiceNow can integrate with any Event Management system and offers a number of pre-built integrations with event management systems like HP OV, Tivoli TEC, NimSoft, etc... Integration capabilities include Web Services, JDBC, Text, Command Line, Email, LDAP, etc... For an extensive list of integrations please see the following <a href="#">wiki article</a> .
INT.06	Ability to loop back from Incident system to Event Mgmt system with updated status.	SUP	ServiceNow provides a mechanism to deliver feedback to Event Management systems. Our HP OV integration is a good example in which alarms are sent to ServiceNow via Web Services when the tickets are closed or resolved in ServiceNow information is passed back to HP OV along with an alarm acknowledgement, which closes the alarm on the HP console. This same integration exist for multiple event management systems including Tivoli TEC, NimSoft, etc...
INT.07	Incident, problem or request ticket to create linkage to related tickets in external system, e.g. Change, Problem or Release.	SUP	ServiceNow can relate external tickets in the same way that incidents can be related to problem and service requests. If, for example, the intention is to relate change requests stored in an external systems, we would use the appropriate integration technology to bring a subset of data with external change number and relate the external changes to an internal 'parent' change request.
INT.08	Ability for external system to trigger Service Request Tasks (e.g. Notification from purchasing system that an order has been received enables certain tasks to start).	SUP	External systems can generate and trigger the execution of fulfillment tasks in ServiceNow. This can be achieved in a number of ways one of which is via an Enterprise Service Bus(ESB) like Tibco or MQ in which tasks can be queued up for processing by ServiceNow. Additionally, other integration capabilities that can be employed include Web Services, JDBC, Text, Command Line, Email, LDAP, etc...For an extensive list of integrations please see the following <a href="#">Wiki article</a> .
INT.09	Ability to integrate with authentication systems (LDAP, etc.).	SUP	ServiceNow integrates with LDAP sources, SSO sources, SAML and Identity Management sources. For a detailed list of integration capabilities please review the <a href="#">Wiki article on integration</a> .
INT.10	Interface to query external data real time. Perform lookups.	SUP	ServiceNow can query external data real time using any of our integration technologies. For LDAP, we perform a nightly query and load in addition to issuing a persistent query that gathers newly added records in addition to record changes as they occur.
INT.11	Integration with inventory/discovery technologies (i.e. Altiris, LANDesk, MSFT).	SUP	While ServiceNow offers a comprehensive discovery and application dependency mapping application, we recognize the need to integrate with 3 <sup>rd</sup> part discovery technologies. ServiceNow utilizes its integration capabilities to take data output from just about any scanner to batch load and update data. Scheduled loading can be defined down to the second, although most customers schedule updates once a day to once a week.
INT.12	Integration with Configuration Management System or CMDB.	SUP	Although ServiceNow offers a market-leading CMDB application embedded as the foundation of all ServiceNow applications and is included in the ServiceNow subscription, we recognize the need to federate with external systems or data sources. ServiceNow commonly integrates with existing Configuration Management sources and CMDBs. It is also very common for ServiceNow integrate with homegrown Configuration Management Systems. In the case of an internally built CMS ServiceNow can

			batch load or query real time for the data.
INT.13	Integration with asset and vendor management.	SUP	Although ServiceNow offers a market-leading IT asset management application and it is included with the ServiceNow subscription, we recognize the need to integrate with 3 <sup>rd</sup> party or internally develop IT asset management systems. ServiceNow comes complete with Asset and Vendor Management capabilities and can integrate or synchronize with other applications to grab and store data. Integration capabilities include Web Services, JDBC, Text, Command Line, Email, LDAP, etc...For an extensive list of integrations please see the following <a href="#">Wiki article</a> .

## SYSTEM ADMINISTRATION (SA)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
SA.01	Drag-and-drop layout and UI presentation customization.	SUP	ServiceNow, by default, uses a very simple slush bucket approach to screen layout that is very similar to the iGoogle and MyYahoo! approach for screen layout.
SA.02	Easy on boarding process for departments / organizations. Setup for new groups does not have to be done centrally but can be done by appointed sub-administrators.	SUP	<p>ServiceNow provides role based access, powered by contextual security, to grant users and groups the ability to perform various functions. Allowing sub-administrators to on board departments and organizations can easily be achieved using roles and security.</p> <p><b>Role-based Security:</b> ServiceNow is a user-based system governed by role-based security. User authentication is coupled with granular role-based security to control functionality and views available to users. Although we have defined a number of pre-configured roles within ServiceNow, our customers have many personnel types and roles that are unique to their operations. We provide extensive facilities to allow our customers to create an unlimited number of unique, secured roles.</p> <p><b>Contextual Security:</b> In addition to password authentication and role-based security, ServiceNow delivers a deeper level of system access control - contextual security. Our contextual security manager uses a number of parameters to secure records based on contents and apply security rules to any level in our object hierarchy.</p>
SA.03	No required desktop client software for administrators.	SUP	ServiceNow is a 100% Web-based application delivered in a software-as-a-service model and is accessed using a common web browser.
SA.04	Mobile interface administration accomplished in full client interface.	SUP	ServiceNow offers native support for Web-enabled mobile devices. Administration including UI presentation and business rule definition completed within the same interface as all ServiceNow applications. No third party bolt-ons to achieve mobile integration.
SA.05	Customizations preserved through upgrade.	SUP	ServiceNow automated upgrade process ensures all customer changes and customizations remain intact through all upgrades. ServiceNow automatically tracks all system changes performed by the customer and ensures those changes take precedence over enhancements. In nineteen major releases over a five

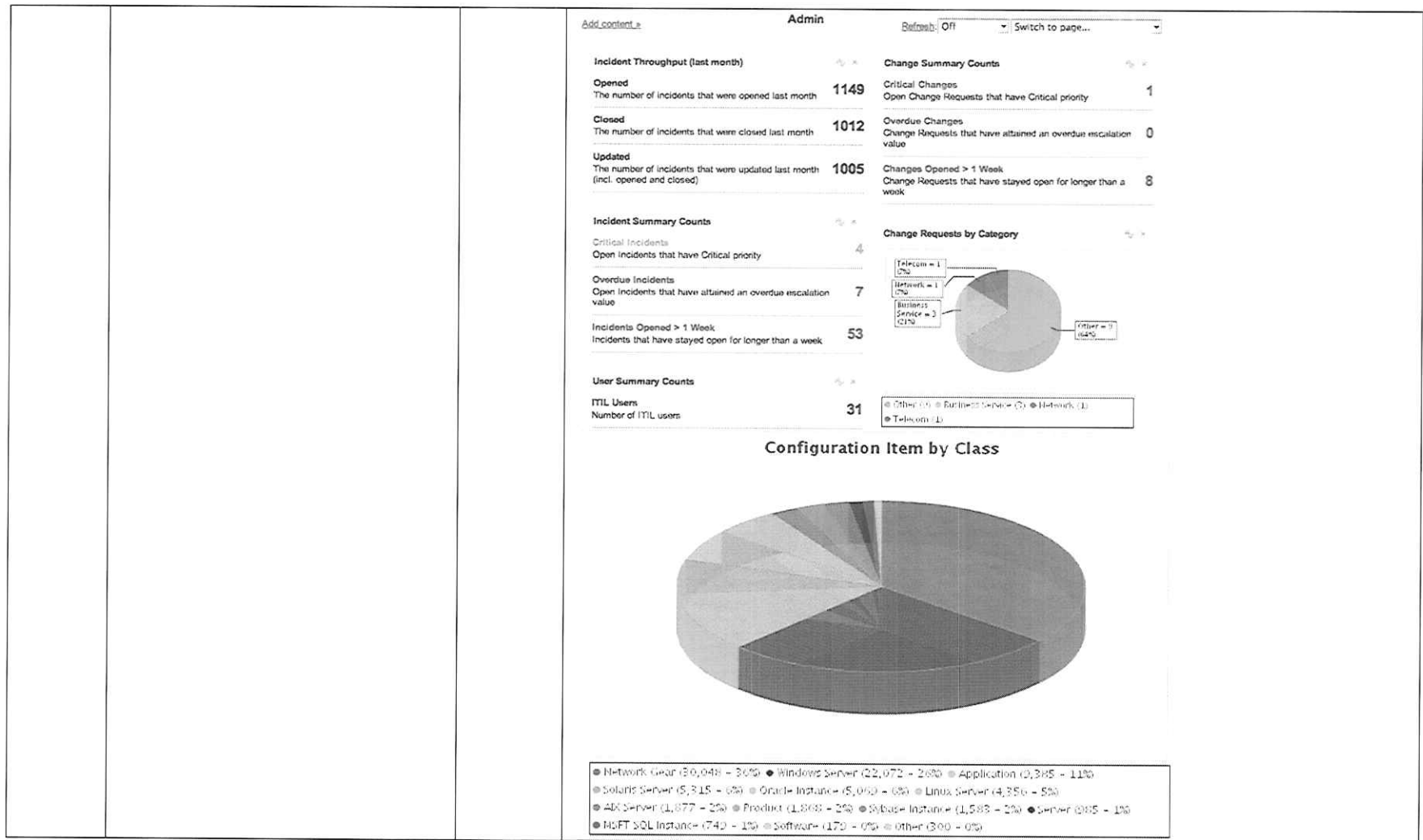


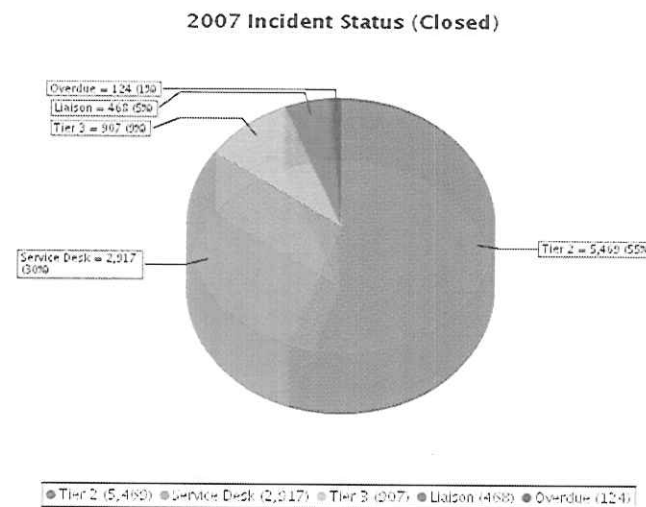
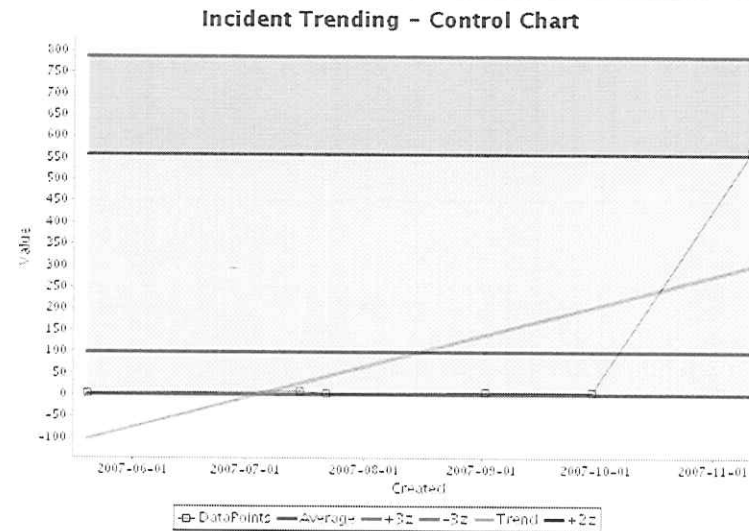
			year period, we have not displaced customer changes as a result of an upgrade.
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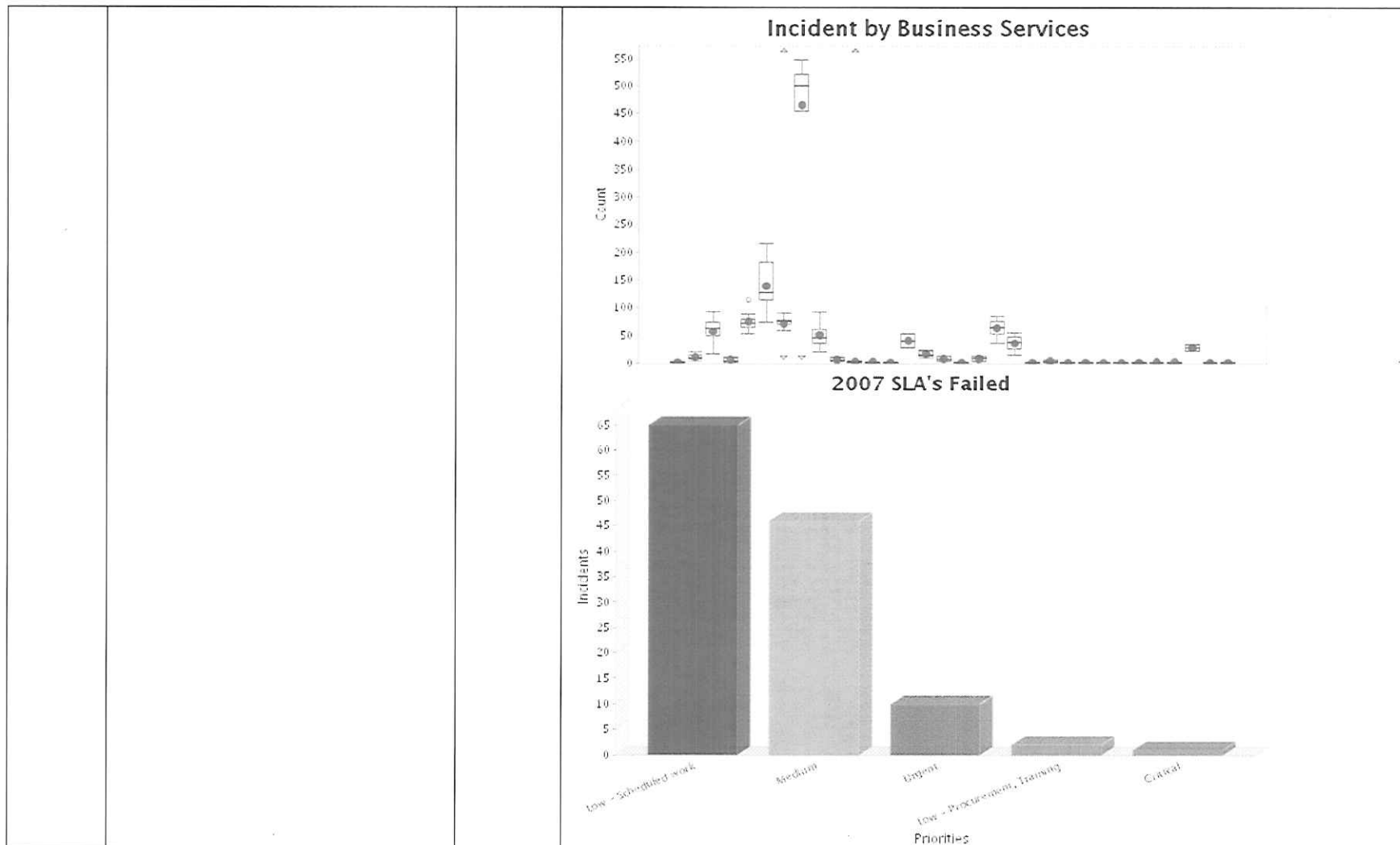
## REPORTING (REP)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
REP.01	Management dashboard available	SUP	ServiceNow is moving more towards customized home pages however provides a full dashboard function that supports dynamic drill down reports and graphs and any other metrics that are pertinent to the individual and/or group. Predefined Key Performance Indicators (KPI) provide C-level dashboard content and are designed to be customized and fine-tuned to meet your executive needs.
REP.02	Metrics (SLA, Queue and performance related) for Incident, Problem and Service Request. E.g. How do you optimize the performance of standard or ad-hoc analytical reporting?	SUP	<p>ServiceNow provides more than 100 standard reports each of which can be used as templates for creating custom, saved reports. Standard reports include lists, charts, calendars, trends, etc. Please refer to the <a href="#">Wiki</a> article to learn more about viewing reports.</p> <p>ServiceNow includes an ad-hoc report writer, based on similar usability concepts found in Apple's iTunes Playlist Builder that empowers non-technical users to create their own reports. Reports can also be scheduled for automatic distribution through email as well as published in external portal or business intelligence tools. Customers can also export data from ServiceNow (manually and automatically) and use external programs (Excel, Crystal, etc.) to create reports. Please refer to the <a href="#">Wiki</a> article to learn more about creating custom reports.</p>
REP.04	Flexible reporting package, Please specify your reporting applications and options and reflect those options in your answer to the License section and Technical architecture. For example basic crystal report functionality vs. data mart business object functionality with analysis and modeling.	SUP	<p>ServiceNow offers dynamic and intuitive reporting out of the box. Our reporting allows flexible perspectives of metrics, trending and analysis of any data in the system. Additionally, workflow such as SLA Management and escalation can proactively monitor task status during execution.</p> <p>If a 3rd party reporting tool is desired, a reporting data warehouse may be used. Daily replication of all/some data may be delivered to the warehouse on an automated basis. Archiving of data is flexible and may be automated at the customer's request. Archival data is typically moved out of the production instance and into an archive instance, which allows continued reporting, but may not be edited.</p>
REP.05	What type of graphical capabilities does your reporting function provide?		ServiceNow offers dynamic and intuitive reporting out of the box. Our reporting allows flexible perspectives of metrics, tracking and definition of KPIs, trending and analysis of any data in the system. Additionally, graphical workflow such as SLA Management and escalation can proactively monitor task status during execution. See example screen shots below:









			<p style="text-align: center;"><b>Incident by Business Services</b></p>
REP.06	Can the average user modify reports or is more suited to a developer with some training?	SUP	ServiceNow provides a robust reporting tool allowing 4 different ways to report on the data through analytical tools, filters, queries and reports. With this said, all reports can easily be customized and this does not take a developer to accomplish.
REP.07	Custom queries/macros.	SUP	ServiceNow includes an ad-hoc report writer that empowers non-technical users to create their own reports. Reports can also be scheduled for automatic distribution through email as well as published in external portal or business intelligence tools. Customers can also export data from ServiceNow (manually and automatically) and use external programs (Excel, Crystal, etc.) to create reports. Please refer to the Wiki to learn more about creating custom reports.

## UPGRADES (UG)

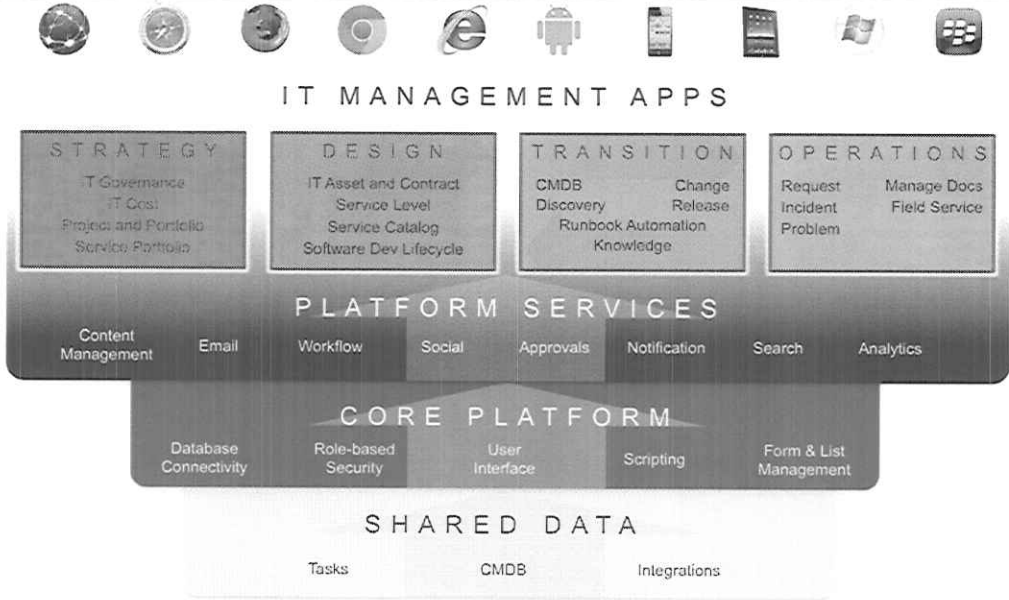
Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
UG.01	Define your version support model (e.g. do you support up to two version back?).	SUP	100% of ServiceNow customers are running on the most recent version or one version back of the software. Yes we support the current version and one version back.
UG.02	Do you upgrades require outside consultants?	N/A	No. The ServiceNow automatic upgrade process is completely non-disruptive to the production system.
UG.03	How are changes to the system ported over to a new release?  Please include a detailed description of	N/A	ServiceNow automatically tracks all customer customizations through detailed auditing to eliminate the possibility of change collisions. When ServiceNow performs upgrades the system ensures that the customer's enhancements always take precedence. The system tracks database schema changes in a way that there can never be a conflict between customer and vendor changes and enhancements.

	an upgrade process, including the maintaining of fields/screens that were added, deleted or modified from an out-of-box system.		To date we have performed more than 12000 upgrades on behalf of our customers, each taking less than 30 minutes, none of them causing conflicts, loss of customization or requiring onsite consulting services.
UG.04	Please describe the patch-management schedule, including frequency, notification of patch availability, and patch roll-back procedure(s)		<p>Release Cycle (Diagram)</p> <p>The following diagram illustrates a hypothetical release cycle based on the types of releases that ServiceNow offers. The example progresses as follows:</p> <ol style="list-style-type: none"> <li>1. New features are released in Feature Release 1.</li> <li>2. Hotfix 1 contains fixes for problems in Feature Release 1.</li> <li>3. Hotfix 2 contains fixes for different problems in Feature Release 1.</li> <li>4. Patch Release 1 contains the fixes in Hotfix 1 and Hotfix 2, plus additional fixes for Feature Release 1.</li> <li>5. Hotfix 3 contains fixes for different problems in Feature Release 1.</li> <li>6. Feature Release 2 contains the fixes in Hotfix 1, Hotfix 2, Hotfix 3, Patch Release 1, and additional fixes. It also contains new features.</li> </ol> <p style="text-align: center;"><b>Release Cycle</b></p> <p style="text-align: center;">Feature Release 1 Date ..... Feature Release 2 Date</p>

## EXHIBIT 2.0 TECHNICAL REQUIREMENTS

### ARCHITECTURE (TECH)

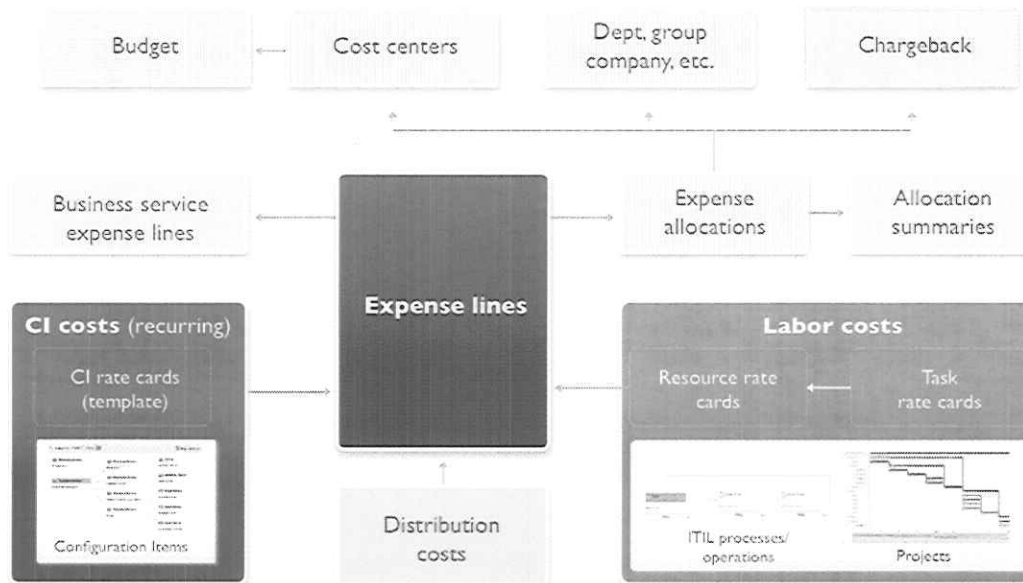
Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
TECH.01	Please provide any document and diagram describing the logical architecture of the application proposed. Please name all components such as workflow, transaction and reporting and interfaces between components.	SUP	<p>ServiceNow's modern technology is tried, tested, and proven. We provide a deep and broad set of IT Service Management applications including Service Request and Catalog, Incident, Problem, Knowledge Management, Change, Release, Service Level, financial and contractual asset management, and is united through a single CMDB. Our CMDB is populated through native integration with our Discovery and Application Dependency Mapping technology. Reporting and Business Analytics deliver cross-domain analysis of ITSM data to help understand trends and drive better decision-making. All of our technology has been organically developed and built on a single Platform as a Service leveraging a single workflow automation engine.</p> <p><b>Technology Highlights</b></p> <ul style="list-style-type: none"> <li>• Internet is our platform</li> <li>• Easy to use</li> <li>• Easy to customize</li> <li>• Highly scalable</li> <li>• True Web, AJAX, SOA</li> <li>• Extensible platform</li> <li>• Patented, non-disruptive self-upgrades</li> <li>• Easy to integrate</li> <li>• 100+ released &amp; supported integrations</li> </ul>

			 <p>The diagram illustrates the ServiceNow architecture stack. At the top, a row of icons represents various mobile and web devices. Below this is the 'IT MANAGEMENT APPS' layer, which is divided into four main functional areas: STRATEGY (IT Governance, IT Costs, Project and Portfolio, Service Portfolio), DESIGN (IT Asset and Contract, Service Level, Service Catalog, Software Dev Lifecycle), TRANSITION (CMDB, Change, Discovery, Release, Runbook Automation, Knowledge), and OPERATIONS (Request, Incident, Problem, Manage Docs, Field Service). The next layer is 'PLATFORM SERVICES', which includes Content Management, Email, Workflow, Social, Approvals, Notification, Search, and Analytics. Below that is the 'CORE PLATFORM' layer, consisting of Database Connectivity, Role-based Security, User Interface, Scripting, and Form &amp; List Management. The base layer is 'SHARED DATA', which includes Tasks, CMDB, and Integrations.</p>
TECH.02	For each of the logical components, please provide a description containing the following information; name, purpose, technology, and any additional and relevant characteristics.	SUP	<p>ServiceNow is built on a single Platform as a Service enabling the use of shared resources including the architecture, graphical workflow, native reporting, service level management, and notification engine. The fully integrated application set is delivered in a software-as-a-service model with a single, 100% Web-based, J2EE-based platform.</p> <p><b>Asset Management (Specific to this RFQ)</b> ServiceNow's Asset Management capabilities help IT, track and optimize resources at every stage of the asset lifecycle. IT asset management helps manage the physical, financial and service attributes of IT hardware and software assets including the four C's of asset management (characteristics, configuration, costs and contracts).</p> <p><b>Discovery and Application Dependency Mapping (Highly Applicable for this RFQ)</b> The ability to automatically discover network-attached assets and build relationships between applications and infrastructure components fundamentally changes the way IT operates. Organizations want to move away from managing infrastructure silos to managing business services as the imperative is no longer driven to optimize technology but to optimize service availability and performance. Application users don't care about routing tables and WAN acceleration devices – they care if their application is up and running.</p>



### IT Cost Management (Highly Applicable to this RFQ)

IT Cost (or Financial) Management helps establish the cost of IT service delivery and convey value to the business in financial terms by exposing costs for consumed business services. This helps IT organizations justify service pricing within the service portfolio, stay within budgets and optimize spend by capturing and analyzing all service delivery costs including those derived from configuration items (such as equipment purchase), labor costs derived from ITIL processes or projects, and allocated costs derived from "shared" expenses. The below diagram explains the aggregation of costs in the IT Cost Management application:



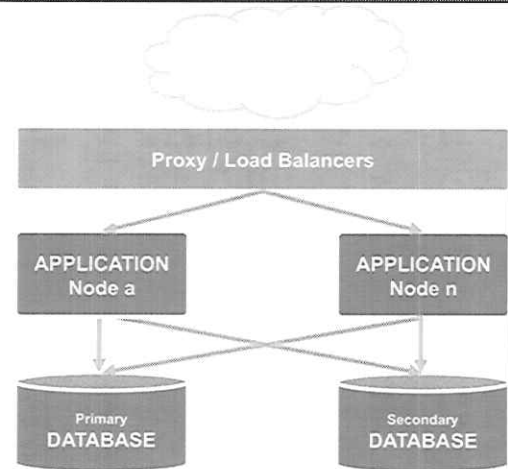
### Field Service Management (Highly Applicable to this RFQ)

Field service management helps orchestrate resources and inventory logistics to ensure field-based service delivery commitments are met with high accuracy and low cost. It does this by triangulating the three components of Field service management – Inventory, resources and service locations – and providing a console from which work can be assigned and technicians' progress can be assessed.

Field service management from ServiceNow allows organizations to leverage a common, modern ITSM platform as a service, reduce field service app TCO by more than 50%, provide complete resource management across field service and all ITIL disciplines and optimize inventory investments. Typically attractive to customers in the Energy

		<p>and Telecommunications industries, this application will add significant value to any organization with field-based technical resources.</p> <p>Integration (Highly Applicable to this RFQ) Using HTTPS protocols and VPN tunnels, we have packaged over 30 released and supported integrations to prominent 3rd party applications and data sources. A variety of techniques are used, most notably Web Services, JDBC, JMS and email. These are industry standard technologies that also use SOAP and WSDL. All of our tables are exposed as a web-services document.</p> <p>ServiceNow offers multiple secure communication vehicles including HTTPS protocols and VPN tunnels. Based on customer preference, ServiceNow provides AES (128/256), 3DES, MD5 or SHA-1 VPN tunnel options. VPN tunnels provide secure communications with systems located on the customer's site including directory services, email, SMS, CTI, monitoring, discovery, and ERP. It can also be configured so that all user traffic traverses the VPN.</p>
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## PHYSICAL ARCHITECTURE (TECH)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
TECH.03	For each of the logical components, please provide a description containing the following information; name, purpose, technology, and any additional characteristics.	SUP	<p>ServiceNow is a Java-based platform using a Tomcat Web server and running on Linux. Generally speaking, most of our customers run on a MySQL database although we have customers running on Oracle or SQL Server.</p> <p>ServiceNow is a single-tenant architecture, meaning that every customer gets their own set of applications and database. All customer data runs in separate databases and therefore is both physically and logically separated. At the instance level, ServiceNow can support a multi-tenant deployment. Customers utilizing ServiceNow as a managed service platform or to support multiple business units can segregate customer data such that Company A can only see their data, Company B its data and at a macro level, some users may be granted roles allowing to view all data across the system. This capability is enabled during the implementation based on customer requirements.</p> <p>ServiceNow, by nature of it's portable design, may be deployed either as a 100% hosted service or on premise at the customer's data center. More than 95% of ServiceNow customers leverage the applications in a hosted model. The remaining balance of customers chose to deploy ServiceNow in their data center due to specific, unique requirements. The select few customers that chose on premise deployments were early ServiceNow and SaaS adopters.</p> <p>For additional information on our system and its general architecture, please see our Wiki.</p>  <pre> graph TD     Cloud((Cloud))     Proxy[Proxy / Load Balancers]     AppA[APPLICATION Node a]     AppN[APPLICATION Node n]     DB1[(Primary DATABASE)]     DB2[(Secondary DATABASE)]      Cloud --- Proxy     Proxy --&gt; AppA     Proxy --&gt; AppN     AppA --&gt; DB1     AppA --&gt; DB2     AppN --&gt; DB1     AppN --&gt; DB2     </pre>
TECH.04	<p>Phased installations – describe in detail how (if applicable) your product can be installed in a phased approach.</p> <ul style="list-style-type: none"> <li>If your product is sold by module, can the module be installed by region, limiting number of users</li> </ul>	SUP	<p>While the ServiceNow subscription includes all ServiceNow applications (with the exception of Discovery, Application Dependency Mapping and Runbook), ServiceNow can be implemented in a phased approach – turning on only desired applications. We takes a phased approach to implementation and use the ServiceNow Project Management application to collaborate with the customer during the implementation cycle. The preloaded project contains the following phases which we term 'Waves' listed below. Each 'Wave' contains sub-tasks with instructions, Wiki links and attachments. Tasks are assigned to customer</p>

	<p>(either regionally or globally), by function within module, etc.</p> <ul style="list-style-type: none"> <li>▪ If your product is not available by discreet module – describe how your product can be phased in</li> </ul>		<p>and services technicians. An over arching Gantt chart displays percentage of completion to keep the project on target.</p> <ul style="list-style-type: none"> <li>▪ Wave 1 - Business Definition</li> <li>▪ Wave 2 - Application setup</li> <li>▪ Wave 3 - Application Tailoring</li> <li>▪ Wave 4 - Training/Testing/Live</li> </ul>
TECH.05	Published integrations.	SUP	<p>Using HTTPS protocols and VPN tunnels, we have packaged over 30 released and supported integrations to prominent 3rd party applications and data sources. A variety of techniques are used, most notably Web Services, JDBC, JMS and email. These are industry standard technologies that also use SOAP and WSDL. All of our tables are exposed as a web-services document.</p> <p>ServiceNow offers multiple secure communication vehicles including HTTPS protocols and VPN tunnels. Based on customer preference, ServiceNow provides AES (128/256), 3DES, MD5 or SHA-1 VPN tunnel options. VPN tunnels provide secure communications with systems located on the customer's site including directory services, email, SMS, CTI, monitoring, discovery, and ERP. It can also be configured so that all user traffic traverses the VPN.</p> <p>LDAP</p> <p>Executing a secure LDAP integration is one of the first activities performed in the Service-now.com release management process. This includes secure connections to Microsoft Active Directory, Novell, Domino Lotus Notes, and OpenLDAP. We connect to LDAP from a single machine using a fixed IP address through a specific port on your firewall and authenticate with a read-only LDAP account of your choice. Optional SSL encryption of LDAP traffic can be added using LDAPS or SLDAP protocols. For those customers that require enhanced security layers, we offer IPsec tunneling options.</p> <p>Using credentials provided by our customers, a LDAP BIND is executed allowing the retrieval of user distinguished name (DN) from the LDAP server. We do not store or capture LDAP passwords as they live entirely in the users HTTPS session.</p> <p>We use the ADNotify facility and a daily LDAP Browse to capture and store organization unit (OU) data within our system tables. Because OU data provides key objects referenced within our system, we do not delete any stored data when data disappears from LDAP. In the event our customers require the removal of OU data from ServiceNow, entries and all associations can be removed from our system by deleting the stored entry.</p> <p>Standard integrations for ServiceNow include:</p>

			<p>Single Sign On</p> <ul style="list-style-type: none"> <li>• Active Directory / LDAP</li> <li>• CA SiteMinder</li> <li>• Novell eDirectory</li> <li>• PGP / Digest Tokens</li> <li>• SAML 1.1</li> <li>• Tivoli Access Manager</li> </ul> <p>CMDB</p> <ul style="list-style-type: none"> <li>• Microsoft SMS</li> <li>• Symantec Altiris</li> <li>• Avocent LANDesk</li> <li>• IBM Tivoli CCMDB</li> <li>• AssetCenter</li> <li>• Centennial</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• IBM Tivoli TEC</li> <li>• HP OpenView Operations</li> <li>• IBM / Micromuse NetCool</li> <li>• Dell Silverback</li> <li>• NimSoft NimBus</li> <li>• LPI Level Platforms</li> </ul> <p>Service</p> <ul style="list-style-type: none"> <li>• RightAnswers</li> <li>• HP OpenView ServiceDesk</li> <li>• BMC Remedy</li> <li>• Salesforce.com</li> <li>• Oracle</li> <li>• Manhattan Software CenterStone</li> </ul> <p>Users</p> <ul style="list-style-type: none"> <li>• Active Directory / LDAP</li> <li>• Microsoft IIS</li> <li>• Oracle PeopleSoft</li> <li>• CA Identity Manager</li> </ul> <p>And More</p>
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			<ul style="list-style-type: none"> <li>• Avaya CTI</li> <li>• TIBCO Enterprise Service Bus</li> <li>• Java Messaging Bus</li> <li>• Microsoft Biztalk</li> <li>• WebMethods</li> <li>• HDI Survey</li> </ul> <p>For a more detailed listing of integrations please visit the <a href="#">Wiki</a>.</p>
TECH.06	Interface Specifications/Description including API's or SDK's.	SUP	<p>ServiceNow posts all interface specifications and code level examples on the ServiceNow Wiki. For a list of detailed integration specifications please visit the following wiki links:</p> <ul style="list-style-type: none"> <li>• <a href="#">General integrations</a></li> <li>• <a href="#">Web Services-based integrations</a></li> </ul>

## TECHNOLOGY PLATFORM (TECH)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
TECH.07	Please provide the Web browsers supported by your application (if applicable). Please include vendor, browser version and OS.	SUP	ServiceNow is a Net-native software-as-a-service application supporting the following browsers and OS: Internet Explorer, Firefox and Safari on Windows, Mac, and Linux. Our applications also run on mobile browsers including those found in smartphones (iPhone, Android etc) and tablet devices (such as the iPad)
TECH.08	Types of clients supported (web, mobile, terminal, windows).	SUP	<p>ServiceNow is a Net-native software-as-a-service application supporting the following browsers:</p> <ul style="list-style-type: none"> <li>• Internet Explorer (6 and up) for Windows</li> <li>• Firefox (1.5 and up) for Windows, Mac, and Linux</li> <li>• Safari (3.0 and up) for Windows, Mac</li> </ul> <p>The following mobile clients are supported:</p> <ul style="list-style-type: none"> <li>• iPod</li> <li>• Windows CE</li> <li>• BlackBerry</li> <li>• Android</li> <li>• iPhone</li> <li>• iPad</li> <li>• Opera Mini</li> </ul>

			<p>For more details please see the following wiki articles:</p> <ul style="list-style-type: none"> <li>• <a href="#">FAQ</a></li> <li>• <a href="#">Mobile browser support</a></li> </ul>
TECH.09	Dependency on third-party vendors (software, hardware, service).	N/A	ServiceNow is NOT dependent on any third party vendors. All ServiceNow applications and architecture have been and will continue to be organically developed by ServiceNow employees.
TECH.10	3rd party software licenses required (e.g., workflow tools, client-based software).	N/A	ServiceNow does NOT require licenses for third party applications. All ServiceNow applications and architecture have been and will continue to be organically developed by ServiceNow employees.
TECH.11	Operating System.	N/A	Not applicable – ServiceNow is delivered via a SaaS model.
TECH.12	Versions of Unix, if applicable.	N/A	ServiceNow is run as a hosted application in which case the customer does not need to be concerned by the based Operating System. However, as a hosted application ServiceNow is run on the RedHat Enterprise Server 5.0 OS by default.
TECH.13	Versions of AIX, if applicable.	N/A	Please see TECH.12
TECH.14	Versions of Windows, if applicable.	N/A	Please see TECH.12
TECH.15	Versions and build of Linux, if applicable	N/A	The hosted ServiceNow application runs on RedHat Enterprise Server 5.0, as well as, Suse Linux (SLES9).
TECH.16	Hardware. Please provide the list of supported hardware platforms.	N/A	As a hosted software-as-a-service, hosted application the customer is not responsible for hardware procurement or maintenance costs. The application will run in ServiceNow's state-of-the-art data centers.
TECH.17	Describe connectivity options to vendor site.	SUP	ServiceNow is 100% Web-based that is accessed via a supported browser over the internet. All transactions are secured using HTTPS, the same encryption level used in online banking transactions. If a secure VPN connection is required for security restraints placed on the confidentiality of data, a VPN can be placed to your instance of ServiceNow.
TECH.18	Load Balancing.	SUP	<p>Clustered Application Servers</p> <p>The application server tier can be clustered behind a load balancer permitting maximum flexibility in hardware and software resource deployment. Standard load balancing technology enables us to add multiple machines to the application server farm. Modern load balancers (such as the Cisco Catalyst 6500 series) can interconnect several thousand servers and traffic rates of several 100 thousand transactions per second. The ServiceNow J2EE clustering is a "shared database only" environment meaning that there is no interaction between cluster nodes and hence, no management issues when nodes are added or removed.</p> <p>Significant Concurrency in Multi-Threaded Environment</p> <p>The system has been designed for a minimal number of synchronization points to ensure maximum ability to take advantage of multi-processor, multi-core environments. We have benchmarked with 1,000 concurrent users (users that have performed a transaction within the past 30 minutes) on a single computer with dual XEON processors.</p>
TECH.19	Specify supported network protocols.	SUP	HTTP and HTTPS



TECH.20	POP3, IMAP and SMTP support.	SUP	ServiceNow supports POP3 and SMTP. For detailed information please visit the ServiceNow <a href="#">Wiki</a> .
TECH.21	Ability to accept or send flat files (for interfacing with existing MS applications).	SUP	Available with a simple right-click on a list or report with in the application with, of course, proper access rights.
TECH.22	Which DBMSs or proprietary data storage mechanisms does your application utilize and support?	SUP	ServiceNow supports MySQL and Oracle.
TECH.30	Describe the use of database triggers and stored procedures within your application.	SUP	External systems can generate and trigger the execution of fulfillment tasks in ServiceNow. This can be achieved in a number of ways one of which is via an Enterprise Service Bus(ESB) like Tibco or MQ in which tasks can be queued up for processing by ServiceNow. Additionally, other integration capabilities that can be employed include Web Services, JDBC, Text, Command Line, Email, LDAP, etc...For an extensive list of integrations please see the ServiceNow <a href="#">Wiki</a> .
TECH.31	App Servers/Messaging Based on standard enterprise app servers and Messaging (J2EE: Web logic, Web sphere); .NET).	SUP	Service-now uses J2EE, and can utilize Web logic, Web sphere; Latest version of Apache Tomcat (Servlet JSP 2.5/2.1, Tomcat 6.0.18).
TECH.32	Certification of Application Servers.	SUP	Standard SSL Certification.
TECH.33	Integration of web services with application servers.	SUP	SOAP 1.2.
TECH.34	Multi-level message log.	SUP	Service-now uses an ECC queue multi-level message log.
TECH.35	Multi-entity and multi-language support (double-byte characters).	SUP	Service-now supports double-byte characters for APAC support.

## TECHNOLOGY STRATEGY (TECH)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
TECH.36	What are your future technology initiatives that would impact the application (i.e. rebuilds, sun-setting or end-of-living technology)?	N/A	Because ServiceNow is based on the latest Internet technologies and offered in a SaaS model, we do not anticipate any material changes that will negatively impact your organization. We are a software development company focused on growing the ServiceNow platform by leveraging existing shared resources. Service-now partners with its customers for future technology initiatives. Upgrades are completed multiple times a year and present little to no impact to customer instances.
TECH.37	Please provide the Architecture and Design principles used by your company.	SUP	Our architecture is startlingly different, even for software-as-a-service. We challenged the concept that software-as-a-service applications had to be multi-tenant based – and proved there is a better way. Traditional enterprise software-as-a-service multi-tenant architectures were designed to reduce vendor management and maintenance costs. In theory, multi-tenancy would help the vendor's business scale. But at what cost to the customer? Virtualization, cheaper hardware costs, Open Source, and new

			<p>platform technologies have allowed for a shift in the way software-as-a-service software is delivered.</p> <p>We provide our customers with their own set of applications and databases as part of our Data and Code Isolation strategy. We believe our customer's data should be completely isolated from other customer instances - and our customers unanimously agree. Each ServiceNow instance runs under a separate Java Virtual Machine accessing a separate relational database. Based on our experience, we found that our Data and Code Isolation strategy enables:</p> <ul style="list-style-type: none"> <li>• Elevated customer security by not mixing customer data in a single database</li> <li>• Greater scalability - supporting the world's largest organizations</li> <li>• Much faster response times</li> <li>• Extensive application customization (which is always preserved through upgrades)</li> <li>• Allows us to deliver the best price to our customers due to management simplicity</li> </ul> <p>At the instance level, ServiceNow is architected to support multi-tenant deployments allowing customer data, workflow, customizations, views and roles to be segregated. Our approach is ideal for our Managed Service Provider partners – providing ultimate flexibility in fulfilling customer requirements.</p>
TECH.38	How do you plan to improve the application technologically in the next 2-3 years?	SUP	<p>Currently we provide a full suite of ITIL-based applications. We will continue to drive the philosophy and strategy surrounding consumerization of IT to bring Web-based business-to-consumer usability to IT. We will continue to work across organizations to support the implementation of shared services. We work very closely with our customer advisory board and interact with our customer base on a daily basis to help us prioritize our deliverables based on their business needs. Our track record indicates a strong commitment to release delivery that will result in timely, continued growth of product functionality.</p>

## FAILOVER CAPABILITIES (TECH)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
TECH.39	Please identify all the logical components (from the logical architecture) that can fail over automatically in case of failure.	SUP	The web architecture and VPN architecture are logical components that automatically failover.
TECH.40	Please describe how the logical components identified above fail over and what is the impact for the systems connected to it.	SUP	No impact to the end user.
TECH.41	Please identify all the physical components (from the logical	SUP	Head units and all components on the SAN, physical web servers, load balancers all can automatically fail over.

	architecture) that can fail over automatically in case of failure.		
TECH.42	Please describe how the physical components identified above fail over and what is the impact for the systems connected to it.	SUP	No impact to the end user.

## HIGH AVAILABILITY (TECH)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
TECH.43	Identify all the logical components (from the logical architecture) that are highly available.	SUP	The web architecture and VPN architecture are logical components that automatically failover.
TECH.44	Describe how the component fails over and what infrastructure is required for the component to be highly available.	SUP	This is handled by health checks between the pieces of the architecture (web server, network gear, etc).
TECH.45	Identify all the physical components (from the physical architecture) that are highly available.	SUP	Head units and all components on the SAN, physical web servers, load balancers all can automatically fail over.
TECH.46	Describe how the component fails over and what infrastructure is required for the component to be highly available.	SUP	This is handled by health checks between the pieces of the architecture (web server, network gear, etc).

## DATA & PROCESSING INTEGRITY (TECH)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
TECH.47	Please describe how the system enforces data integrity (within one and across multiple data stores).	SUP	<p>Data integrity comes down to two different questions.</p> <p>Physical Integrity</p> <p>Integrity is handled at the application's database layer where data type coercion (or rejection) is implemented to ensure that data is in the correct form for its storage format. The same layer enforces cascade deletion or clear rules to ensure that foreign key relationships are properly cleaned up during a record deletion or that an inbound insert/update contains a valid key.</p> <p>Logical Integrity</p>

			Logical integrity is a function of a customer's business logic e.g. You cannot create a problem without associating at least one incident to it. Generally this sort of integrity is handled by business rules running within the application's script layer.
TECH.48	Please describe how the system can avoid loss of data integrity when failing.	SUP	The SAN is writing data to multiple disks in the array, so in the event of any failure of that architecture the data will still have the necessary integrity. This is handled at the hardware level.
TECH.49	Please describe how the system enforces processing integrity (within one and across multiple functional transactions).	SUP	Please review the <a href="#">Wiki</a> for detailed information about enforcing processing integrity.
TECH.50	Please describe how the system can avoid loss of process integrity when failing (i.e. 2 phase commit, etc...).	SUP	Please review <a href="#">Wiki</a> for detailed information about operational readiness.

## SECURITY (TECH)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
TECH.51	Application Functional Security.	SUP	Our contextual security manager uses a number of parameters to secure records based on contents and apply security rules to any level in our object hierarchy.
TECH.52	How the access to physical site and equipment (at vendor site) is controlled.	SUP	All data is secured at our SAS 70 Type II data centers and are managed by Terremark and Equinix. The equipment is secured within our data centers that require card key access and escorted service, surveillance cameras, on premise law enforcement, so on.
TECH.53	External data transmissions encrypted.	SUP	ServiceNow uses the strongest encryption products to protect customer data and communications, including 128-bit SSL Certification. The lock icon in the browser indicates that data is fully shielded from access while in transit.
TECH.54	Access to data controlled, including root access.	SUP	Root Access is granted via a login that can be tracked to the individual logging in. This access is only granted to appropriate required staff.
TECH.55	How the developers and other IT staff logical access to production is controlled.	SUP	Developer login is done through a module within Service-now that tracks the individual and logs all transactions and activities.
TECH.56	Remote computing controls.	SUP	ServiceNow uses VPN to control remote access.
TECH.57	Two-factor authentication for remote access.	SUP	VPN + login.
TECH.58	Network isolation (firewall).	SUP	Provided by data center provider.
TECH.59	Proactive monitoring of security events	SUP	ServiceNow utilizes our own, internally developed monitoring technology to monitor all of our customer systems. This monitoring technology monitors CPU utilization, response time, and memory utilization. Additionally, we utilize the datacenter-provided system to monitor for spoofing, hijacking, and replay.

			Performance and security monitoring alerts are sent to ServiceNow for analysis and potential remediation. As alerts and events are generated, ServiceNow support and development staff reviews them. Formal monitoring takes place on a daily basis.
TECH.60	Methodology for isolation of systems and data from other clients	SUP	All customers receive their own dedicated database and application set in our data and code isolation model. At the base architecture level, ServiceNow is a single-tenant system.

## AUTHENTICATION (TECH)

Requirements		ServiceNow Response	
Ref	Requirement	Support	Response
TECH.61	Please describe how the application(s) manages and store authentication for users.	SUP	Proprietary source code manages authentication. Service-now can also integrate into single sign-on technology.
TECH.62	Single sign-on available across applications.	SUP	ServiceNow deploys SAML for single sign-on.
TECH.63	Used single sign-on technology.	SUP	ServiceNow uses Web SSO for single sign-on technology.