



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 1

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1553835

Procurement Type: Central Master Agreement

Vendor ID: VS000047927

Legal Name: USA Technology Consultants

Alias/DBA:

Total Bid: \$31,282.38

Response Date: 01/08/2025

Response Time: 15:13

Responded By User ID: USAT

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Solicitation Description: IT Service Management (ITSM) Platform Solution

Total of Header Attachments: 1

Total of All Attachments: 1



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

**State of West Virginia
 Solicitation Response**

Proc Folder: 1553835
Solicitation Description: IT Service Management (ITSM) Platform Solution
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2025-01-09 13:30	SR 0705 ESR01082500000004278	1

VENDOR
 VS0000047927
 USA Technology Consultants

Solicitation Number: CRFQ 0705 LOT2500000002
Total Bid: 31282.38000000000101863406598 **Response Date:** 2025-01-08 **Response Time:** 15:13:48
Comments:

FOR INFORMATION CONTACT THE BUYER

Brandon L Barr
 304-558-2652
 brandon.l.barr@wv.gov

Vendor Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	IT Service Management (ITSM) Platform Solution	12.00000	MO	119.990000	1439.88

Comm Code	Manufacturer	Specification	Model #
81162000			

Commodity Line Comments:

Extended Description:

See Specifications and Exhibit A - Pricing Page for Details

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Implementation & Professional Services Support and Maintenanc	150.00000	HOUR	198.950000	29842.50

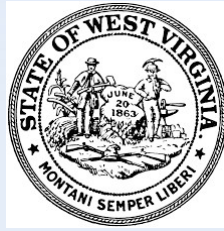
Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments:

Extended Description:

See Specifications and Exhibit A - Pricing Page for Details

Technical Proposal Submitted to



Client Name: State of West Virginia

RFP Title: IT Service Management (ITSM) Platform Solution

RFP Number: CRFQ 0705 LOT2500000002

Due Date: January 9, 2025, at 1:30 PM EST

Prepared for and presented to:

Attention: Brandon L Barr

Department of Administration, Purchasing

Division 2019 Washington Street East

Charleston, WV 25305-0130

Fax: 304-558-3970

Prepared and presented by:

POC: Ali Khan

Phone: 201 912 0061

Email: Ali.khan@usatechnologyconsultants.com



1 COVER LETTER

January 4, 2025

Dear Contracting Officer,

Subject: Request For - IT Service Management (ITSM) Platform Solution.

USA Technology Consultants LLC (USAT): USAT was incorporated in 1998, in New Jersey USA. USA Technology Consultants is a Certified **ISO 27001 and GDPR** having 20+ years strong track record of successively delivering high-quality Staffing, IT Consulting, Digital and Infrastructure solutions, and services to Federal, State, Local Agencies and Commercial clients including Fortune 500.

USAT is pleased to submit this technical proposal to The West Virginia Purchasing Division to streamline IT operations, improve service delivery, enhance user experience, and ensure IT governance and compliance.

With our extensive background in implementing ITSM platforms, aligning them with ITIL best practices, and ensuring seamless integration with Microsoft and Azure tools, I am confident that we can deliver a scalable, future-proof solution that meets your client's immediate needs and supports their growth. We have successfully designed, implemented, and managed enterprise-grade IT service management solutions.

USAT background in working with both large and small organizations has equipped me with the strategic insight and technical expertise necessary to optimize service delivery, enhance efficiency, and ensure seamless integration of ITSM solutions across diverse environments.

Sincerely,

Ali Khan
CEO – USA Technology Consultants



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2 ABOUT US

A journey of two decades in offering dedicated services and helping businesses succeed!

Launched in 1998, USA Technology came up with end-to-end services for our customers. Initially, we were a small startup looking for a way to differentiate ourselves from the big telecom companies and other competitors in terms of serving customers better. As our satisfied customers began recommending us increasingly, we quickly came to lead the industry.

With two decades of experience and expertise, USA Technology is currently a leading provider of managed cloud services across all the major public and private cloud technologies. Today, we don't just build infrastructure, but we have also evolved our Fanatical Support to encompass the entire customer journey, providing **Fanatical Experience™** from the first consultation to daily operations.

The startup that began as an idea and initiation of three enthusiastic Trinity University classmates is now a global company with clients in over **120 countries**. Our **headquarters** are based in **San Antonio**, while we have employed over **6,000 Rackers on four different continents**. Our team of engineers combines their expertise in the latest tools and automation with the power of always-on service to innovate and support the foundation of our business — you. **USA Technology Consultants LLC (USAT)**, established in **2010 and headquartered in New Jersey**, is a premier provider of innovative IT solutions with a robust presence across the **United States and Canada**. *"Our mission is to empower organizations by delivering innovative, reliable, and scalable IT services and solutions."*

USA Technology is committed to accelerating business operations and offering the best solutions on digital platforms. We aim to facilitate businesses in overcoming the challenges they are facing using next-gen technologies. Our scalable technology solutions facilitate business management and optimization of data on cloud platforms. Businesses can increase efficiency revenue streams and create incredible customer experiences with our cloud solutions.



Managed IT Services: We provide end-to-end management of your IT infrastructure, ensuring that your systems remain secure, efficient, and future-ready.



Cloud Computing & Optimization: We help organizations seamlessly transition to the cloud, optimize existing cloud infrastructures, and ensure scalability, cost-efficiency, and security.



Network Security & Compliance: Protecting your business is at the core of our solutions. We deliver cutting-edge security strategies to safeguard sensitive data, maintain compliance, and reduce risks.



Workforce Solutions: Our expert team assists organizations in sourcing top-tier talent and building high-performing IT teams capable of driving innovation and achieving business goals.



2.1 Our Capabilities

At USAT, we offer a comprehensive range of IT services that drive business transformation and maximize efficiency. We focus on delivering tailor-made solutions that meet each client's unique needs, ensuring long-term success and growth. Our core service offerings include:

Our **Cloud Adopt** framework is the backbone of our service delivery, providing holistic solutions for organizations to assess, migrate, secure, optimize, and deliver services efficiently. This framework enables businesses to stay ahead in today's fast-paced digital world by leveraging emerging technologies that allow them to scale seamlessly and securely.

2.2 Our Expertise in Emerging Technologies

We specialize in enabling organizations to adopt and integrate advanced technologies that accelerate business operations and foster innovation. Our services in **AI, Machine Learning, IoT,** and **Data Lakes** are designed to power business intelligence, predictive analytics, automation, and digital transformation. By aligning technology with business strategy, we help clients unlock new opportunities for growth.

2.3 Our Vision for the Future

As we continue to grow and evolve, USAT is committed to leading the way in the IT services industry. We aim to remain at the forefront of technology innovation, helping organizations modernize, streamline operations, and achieve their strategic goals. Through our commitment to excellence and continuous innovation, we strive to remain a trusted technology partner, delivering lasting results and empowering our clients to succeed in an increasingly digital world.



Incredible Partnership

Navigate through the Technology

We maintain strategic partnerships with top technology vendors to deliver multidimensional benefits, including seamless coordination across marketing, sales, solutions, and delivery. These partnerships create a valuable feedback loop, enabling us to provide cutting-edge technology solutions that accelerate business goals. Our R&D roadmaps foster joint go-to-market capabilities, ensuring impactful outcomes for our customers.



End to End Solution

Advisory to Optimization, Under One Roof

We offer professionally managed services that guide you through an ongoing transformative process. Our services include cloud management and optimization, applications, data, and security. With our services, we are committed to growing your business, increasing efficiency, and delivering the best results for your business.



Robust Portfolio

Achieving Business Outcomes with World Class Processes and Technology

Our services modernize businesses by adopting and migrating to new technologies. Professional experts at USA Technology enable you to leverage the potential of our services and power your business and applications with the best data and security services. Leveraging innovative cloud solutions, IoT, and AI, we accelerate your business operations and bring in the change your business requires for expansion.



3 SCOPE OF WORK

3.1 Scope

The project involves setting up, configuring, and customizing various ITSM modules in ServiceNow, including Service Desk, Incident Management, Change Management, and others, tailored to the West Virginia Purchasing Division's specific ITSM needs. The main objectives are to improve operational efficiency, streamline IT service processes, and provide self-service options for users. Furthermore, the project seeks to reduce costs by automating workflows to decrease manual tasks.

Self-Service Portal: In addition to offering a smooth ticketing system with essential features like ticket entry, classification, prioritizing, assignment, issue resolution, and time monitoring, the service desk acts as a central location for managing user interactions. A self-service portal is available for users to begin requests, report issues, access information, check status, and examine comments. It also supports extensive onboarding and offboarding procedures. Furthermore, it supports customized procedures for hardware and software profiles unique to each agency, and ticketing combines assignments and tasks to improve operational effectiveness and guarantee successful resolution.



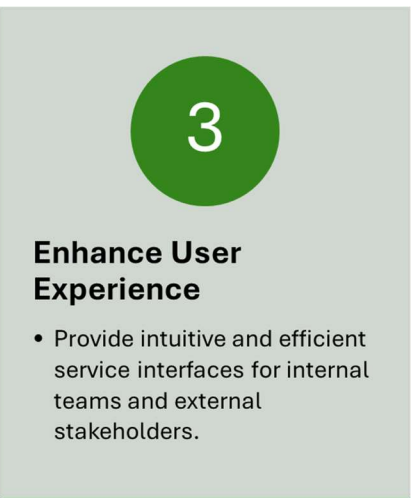
- **Incident Management:** It helps minimize the impact on your company and promptly return to normal service operations following unforeseen disruption. Finish the tasks in this section to put into practice a straightforward, industry-standard incident management strategy.
- **Problem management:** It assists in locating, looking into, and resolving the underlying causes of occurrences. To set up the problem management procedure in your company, do the tasks in this category.
- **Change Management:** It is intended to guarantee that modifications to IT systems are successfully prioritized, approved, scheduled, and carried out. Achieving seamless transitions and alignment with business objectives requires appropriate documentation, approval, and implementation procedures because IT changes can have a direct influence on employee engagement and productivity.
- **Asset Management:** The program combines the financial, contractual, technological, and physical components of IT assets. **Service Catalog:** This aids in showcasing the services your company provides to staff members. To organize and develop the services that employees can request via the service catalog, finish the tasks in this area.
- **Knowledge Management:** Knowledge management facilitates the collection and dissemination of the concepts, expertise, and data that your users as a group possess. When knowledge management is used effectively, customer satisfaction, service quality, and efficiency all increase. Finish the tasks in this section to set up the knowledge management procedure in your company.
- **Service-level management:** It enables businesses to monitor service-level agreements (SLAs) with vendors and consumers (or staff). Finding flaws enables management to implement remedial measures that encourage adherence to established norms, improving vendor responsibility and customer happiness in the process.
- **Reporting & Dashboard:** ITSM's informative reports offer a comprehensive perspective of IT operations, facilitating well-informed choices and ongoing development.

4 EXPERTISE

At **USA Technology Consultants (USAT)**, we bring deep expertise and proven methodologies to implement and maintain robust IT Service Management (ITSM) solutions. With a decade of experience supporting organizations across industries, including government agencies, we understand the critical role ITSM plays in ***streamlining operations, enhancing service delivery, and aligning IT functions with organizational goals.***

Tailored Solutions for Government Agencies

We understand the unique requirement of government agencies, including compliance, scalability, and citizen-focused service delivery. Our ITSM Solutions are designed to -

 <p>1</p> <p>Ensure Regulatory Compliance</p> <ul style="list-style-type: none">• Adherence to government standards such as ITIL, NIST, and FISMA.	 <p>2</p> <p>Enable Collaboration</p> <ul style="list-style-type: none">• Streamline communication and task management across multiple departments for cohesive service delivery.	 <p>3</p> <p>Enhance User Experience</p> <ul style="list-style-type: none">• Provide intuitive and efficient service interfaces for internal teams and external stakeholders.
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USAT – Trusted Partner for ITSM Solutions & Advisory

ITSM Implementation & Expertise -

USAT specializes in delivering tailored ITSM solutions that empower organizations to manage their IT operations efficiently. Our implementation services include:

- **End-to-End ITSM Deployment:** Comprehensive setup of ITSM platforms like ServiceNow, customized to align with your specific workflows and requirements.
- **Process Automation:** Automating key IT processes such as incident, problem, and change management to improve resolution times and reduce manual intervention.
- **Service Catalog Design:** Crafting intuitive and user-friendly service catalogs to simplify service requests for end-users and stakeholders.

*“By leveraging **ServiceNow’s** powerful features, we ensure your IT operations are modernized and ready to meet evolving demands.”*

Migration & Integration Support

Smooth transitions are critical when upgrading or migrating ITSM systems. USAT offers:

- **Seamless Migration:** Expertise in migrating legacy ITSM systems to modern platforms like ServiceNow, ensuring zero disruption to ongoing operations.
- **Third-Party Integrations:** Facilitating seamless integration of ITSM solutions with other enterprise tools such as HR, finance, and asset management systems for a unified workflow.
- **Data Migration and Mapping:** Ensuring accurate data transfer and alignment with your organizational structure and compliance standards.

"We ensure that migrations are completed on time, within budget, and without compromising the integrity of your services."

ITSM Maintenance and Support

Post-implementation, we provide ongoing support to keep your ITSM systems running optimally. Our services include:

- **System Monitoring and Updates:** Proactive system health monitoring and timely updates to maintain peak performance and security.
- **Incident Resolution and Troubleshooting:** Dedicated support teams to address and resolve any technical issues quickly.
- **Custom Enhancements:** Continuous improvement of your ITSM platform through enhancements, configurations, and advanced reporting features.

Value Delivered with USAT ITSM Solutions -

<ul style="list-style-type: none"> • By automating repetitive tasks and optimizing workflows, we help organizations achieve faster service delivery. <p>Enhanced Efficiency</p> 	<ul style="list-style-type: none"> • Advanced reporting and analytics enable informed decision-making and continuous service improvement. <p>Data-Driven Insights</p> 	<ul style="list-style-type: none"> • Our solutions reduce operational overhead and improve resource allocation for sustainable outcomes. <p>Cost Savings</p> 	<ul style="list-style-type: none"> • Flexible ITSM platforms that grow with your organizational needs, ensuring long-term value. <p>Scalable Infrastructure</p> 
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At USAT, our expertise in ITSM is backed by a commitment to delivering tailored, innovative, and results-driven solutions. Whether it's implementation, migration, or maintenance, we ensure that your ITSM platform becomes a key enabler of your organization's success.

5 SERVICE NOW – PUT AI TO WORK



At USA Technology Consultants (USAT), we take immense pride in our strategic partnership with ServiceNow, a global leader in IT Service Management (ITSM) and enterprise workflow solutions. This partnership reflects our unwavering commitment to delivering transformative ITSM solutions tailored to meet the unique needs of our clients, particularly government agencies and enterprises.

Innovation, Excellence & Customer-First

A Valued Partnership -

Our partnership with ServiceNow is built on shared values of innovation, excellence, and a customer-first approach. We value this collaboration as it enables us to provide our clients with access to one of the most versatile and robust ITSM platforms in the market. By leveraging ServiceNow's capabilities, we ensure that our clients can

Optimize their IT operations with cutting-edge automation and workflows.

Simplify service delivery with a centralized platform for IT, HR, and more.

Enhance decision-making with real-time analytics and insights.

"USAT works closely with ServiceNow to stay ahead of industry trends, ensuring that our clients always benefit from the latest advancements and best practices."

Expertise in ServiceNow Solutions

USAT has established itself as a trusted provider of ServiceNow-based solutions. Our team comprises highly skilled professionals who bring extensive experience in implementing and managing ServiceNow platforms across diverse industries. Our expertise includes:





- **Platform Implementation:** Seamless deployment of ServiceNow ITSM solutions tailored to client-specific requirements.
- **Custom Configuration:** Adapting ServiceNow modules to align with unique organizational workflows and processes.
- **Integration Mastery:** Connecting ServiceNow with third-party tools like ERP, CRM, and other enterprise applications to create a unified IT ecosystem.

- **Advanced Analytics:** Designing dashboards and reports that provide actionable insights to drive informed decisions.

“We excel at delivering end-to-end ServiceNow solutions, from initial setup and configuration to ongoing support and enhancements.”

Why We Trust ServiceNow

As an enterprise-grade ITSM platform, ServiceNow stands out for its:

<ul style="list-style-type: none"> • Adapts to organizations of any size, making it ideal for both small teams and large government agencies. <p>Scalability </p>	<ul style="list-style-type: none"> • Ensures seamless and uninterrupted operations with a robust cloud-based architecture. <p>Reliability </p>	<ul style="list-style-type: none"> • Continuously evolves with cutting-edge features like AI, machine learning, and predictive analytics. <p>Innovation </p>	<ul style="list-style-type: none"> • Adheres to the highest standards of compliance, ensuring data integrity and protection. <p>Security </p>
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“Our trust in ServiceNow stems from years of successful deployments and consistent client satisfaction, making it our platform of choice for ITSM solutions. ”

Commitment to Excellence -

- Through our partnership with ServiceNow, USAT continues to push the boundaries of innovation in ITSM. We are committed to empowering organizations to modernize their IT operations, enhance user experiences, and achieve operational excellence.
- At USAT, we don't just implement ServiceNow solutions—we build long-term relationships with our clients to ensure their ITSM platforms evolve in alignment with their growing needs. Together with ServiceNow, we deliver solutions that matter.

5.1 Trust ServiceNow AI to deliver Business Value

Single data platform

- We've integrated AI directly into our intelligent platform, eliminating the need for complex integrations.

Prebuilt AI across every use case

- Our AI solutions are purpose-built for your business, working seamlessly with your people, systems, and data.

AI-powered workflows

- Unlock business-wide efficiency with AI directly embedded into the world's leading low-code automation platform.

AI you can trust

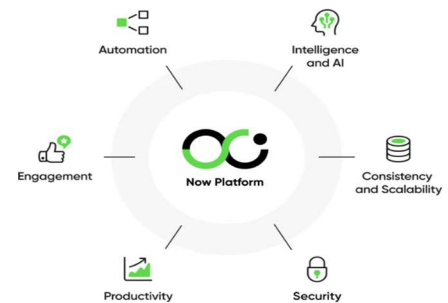
- All our AI capabilities operate within the secure and trusted Now Platform. Keeping your data safe is our number one priority.

5.2 Now Platform –

The **Now Platform**® is the cloud-based foundation that enables every ServiceNow® product. It comprises a wide array of AI-powered enterprise business apps for workflow automation, as well as a powerful database and low/no code development tools for extensibility.

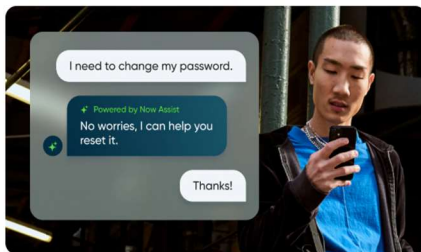
“The single platform for business transformation.”

When you use ServiceNow products, the Now Platform is hard at work in the background, automating, optimizing, and modernizing work in every corner of your business.



5.3 Productivity surges with ServiceNow AI products

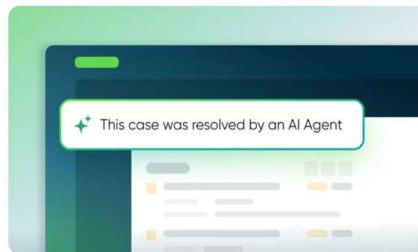
From AI Agents to Now Assist on our unified platform, use ServiceNow AI products to offload routine work, support human interactions in context, and streamline processes for your customers and employees.



NOW ASSIST

Generative AI

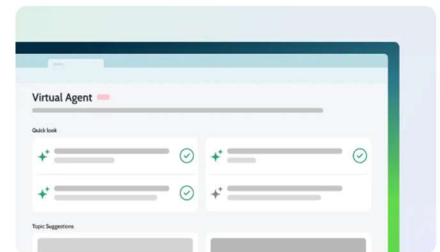
Out-of-the-box GenAI capabilities, called Now Assist, support human interactions by role. Instantly create new content from learning patterns in existing data to get help, resolve issues, and answer questions.



AI AGENTS

Agentic AI

AI Agents autonomously perform tasks, help fix issues, make decisions, and interact with their environments. They proactively automate and take action, while always under your control.



VIRTUAL AGENT

Intelligent chatbot

Virtual Agent makes it easy for employees and customers to sort out issues and get answers quickly. Provide intelligent exchanges powered by generative AI and automated resolutions to common issues.



6 SAMPLE JOB ROLES AND EXPERTISE

Below are some key roles that highlight the skill sets and expertise of our team members:

- **ServiceNow Implementation Specialist**

Responsibilities:

- Designing and deploying ServiceNow ITSM modules tailored to client needs.
- Configuring workflows, business rules, and custom UI components.
- Developing integration strategies with third-party tools.

Sourced Skills:

- ServiceNow certifications (e.g., CIS-ITSM, CSA).
- Strong knowledge of JavaScript, Glide API, and REST integrations.
- Experience in Agile development methodologies.

- **ITSM Solution Architect**

Responsibilities:

- Developing ITSM roadmaps and solution architecture.
- Identifying gaps in processes and aligning them with ServiceNow capabilities.
- Providing leadership during implementation and migration projects.

Sourced Skills:

- Expertise in ITIL, ServiceNow platform, and cloud-based solutions.
- Strong analytical and communication skills.
- Experience in large-scale enterprise ITSM deployments.

- **ServiceNow Developer**

Responsibilities:

- Building and customizing ServiceNow applications.
- Automating workflows and building dashboards for operational insights.
- Performing unit testing and collaborating with QA teams.

Required Skills:

- Proficiency in JavaScript, AngularJS, and ServiceNow Studio.
- Hands-on experience with ServiceNow REST and SOAP integrations.
- Ability to create custom scripts for data transformation and automation.



Sample Resume –

EDUCATION

BSc, Physics & Music Performance
University of Central Florida, Orlando, FL

CERTIFICATION

ServiceNow Certified System Administrator,
2023

TECHNICAL SKILLS

- ServiceNow Administration
- IT Service Management (ITSM)
- Workflow Automation
- Customer Service Management (CSM)
- Azure Authentication
- REST/SOAP
- IntegrationHub
- LDAP
- Entra (SCIM)
- Microsoft Office365 Suite

CORE COMPETENCIES

- Platform Migration
- Domain Separation
- Stakeholder Collaboration
- Process Improvement
- Agile Methodology
- Effective Communication Skills
- Creative Problem-Solving
- Cross-Functional Leadership & Collaboration
- Analytical & Critical Thinking Skills
- Industry Knowledge: Healthcare IT, Call Center, Higher Education

Senior ServiceNow Administrator

Certified Senior ServiceNow Administrator with extensive experience in deploying, managing, and optimizing enterprise-level ServiceNow solutions. Skilled in platform migrations, domain separation, and integrating complex IT systems to streamline operations. Adept at leveraging Agile methodologies to deliver impactful results while collaborating with cross-functional teams and stakeholders at all levels. Strong commitment to innovation, business growth, diversity, and inclusion, with a personable approach that fosters trust and effective communication.

EXPERIENCE

Tegria Services Group, Vancouver, WA | 2024 – Present

Senior ServiceNow Administrator | 2024 – Present

- Driving operational scalability and improving service delivery by leading the migration to a new ServiceNow instance, enabling support for expanded internal teams.
- Enhancing project outcomes and team efficiency by implementing Agile practices, including creating user stories, gathering requirements, and managing sprint pipelines.
- Guiding leadership on strategic platform decisions to align ServiceNow functionalities with long-term business goals and objectives.
- Ensuring optimal resource utilization and vendor compliance by managing ServiceNow licensing and addressing licensing requirements proactively.
- Strengthening team expertise by delivering targeted training on ServiceNow functionalities and best practices.

ServiceNow Administrator | 2018 – 2024

- Delivered scalable and efficient ServiceNow solutions by integrating diverse data sources and deploying updates across testing, staging, and production environments.
- Strengthened platform reliability and user experience by rigorously testing and staging processes for training, development, and upgrades.
- Enhanced end-user productivity and system adoption by creating and delivering tailored training sessions and comprehensive documentation.
- Improved client satisfaction and operational efficiency by gathering stakeholder requirements to design workflows and processes that exceeded expectations.
- Advanced organizational goals by championing roadmap objectives, enforcing best practices, and fostering alignment across teams and stakeholders.

Ellucian, Maitland, FL | 2007 – 2018

ServiceNow ITSM Administrator | 2013 – 2018

- Deployed a complete call center solution as the sole ServiceNow Administrator, integrating clients and ensuring seamless implementation and stakeholder satisfaction.
- Ensured platform reliability and improved client satisfaction by managing LDAP synchronization and deploying Service Catalog items tailored to client needs.
- Accelerated team readiness and reduced onboarding time by creating comprehensive training materials and delivering hands-on sessions for new ServiceNow team members.
- Maintained seamless operations by participating in on-call rotations, resolving high-priority technical issues promptly and effectively.
- Enhanced system functionality and user experience by rigorously testing and implementing vendor releases and upgrades to the ServiceNow platform.



ADDITIONAL EXPERIENCE

Electronic Support Technician / Escalation Queue Technician | Ellucian, Maitland, FL | 2012 – 2013
Helpdesk Technician | Ellucian, Maitland, FL | 2007 – 2012
Team Leader | Convergys Corporation, Heathrow, FL | 2006 – 2007
Customer Service Supervisor | Convergys Corporation, Heathrow, FL | 2006
Technical Support Representative | Convergys Corporation, Heathrow, FL | 2005
Customer Service Representative | Convergys Corporation, Heathrow, FL | 2001 – 2005

AWARDS

ellucian CLEAR Award | Spirit Award – Key role in successful deployment of SNOW Dublin Release Upgrade | 2014
CLEAR Award | Spirit Award – Helpdesk Employee of the Month | 2013
GEM Award | Sapphire Level | 2009



7 PRICING

At **USA Technology Consultants (USAT)**, we are dedicated to providing solutions that meet your organization's specific IT Service Management (ITSM) needs while ensuring cost-effectiveness and value. After carefully evaluating your requirements, we propose the **ITSM Pro version** of ServiceNow—a robust, scalable solution designed to empower IT organizations to deliver smarter, more responsive IT services in an ever-changing world.

7.1 Why ITSM Pro?

The **ServiceNow ITSM Pro** version offers unparalleled capabilities to help your organization achieve its business objectives with agility and efficiency. Here's what makes ITSM Pro the ideal choice:

- **Adaptability in a Changing World:**
ITSM Pro ensures that your IT organization can quickly adapt to evolving challenges while maintaining seamless operations and delivering exceptional service to employees and stakeholders.
- **Machine Learning for Automation:**
Harness the power of built-in machine learning to automate routine tasks, accelerating workflows and reducing manual effort.
- **Ready-Made Chatbot Conversations:**
Improve employee satisfaction with instant responses to their needs using pre-configured chatbots that deliver personalized support and guidance.
- **Proactive Resource Prioritization:**
Leverage built-in data insights to proactively allocate resources where they are most needed, ensuring operational efficiency and business alignment.



7.2 Cost-Effectiveness and Value

Keeping costs low and productivity high is a priority for both IT and the broader business. By supercharging your IT Service Management with ITSM Pro, you can achieve:

- A **faster return on investment** through enhanced automation and operational efficiencies.
- Reduced overhead costs by streamlining IT processes.
- Increased service satisfaction for employees and stakeholders.

Below is the Pricing Table –

Section	Description	Unit of Measure	Quantity	Unit	Extended Cost
4.1.1	Contract Item #1: Commercial off-the-shelf(COTS) configurable IT Service Management (ITSM) platform	Month	12	\$ 119.99	\$ 1,439.88
4.1.2	Contract Item #2: Implementation & Professional Services Support and Maintenance	Hour	150	\$ 198.95	\$ 29,842.50
Total Cost					\$ 31,282.38
VA Tax @ 5%					\$ 1,657.97
Overall Cost					\$ 32,940.35

With **USAT** as your trusted partner, we bring our deep expertise and ServiceNow partnership to ensure the successful implementation, support, and maintenance of ITSM Pro—helping you unlock its full potential and drive tangible results for your organization.



Thank You

We sincerely thank you for the opportunity to present our proposal for delivering **ITSM solutions and services** tailored to your organization's needs. At **USA Technology Consultants (USAT)**, we are committed to building a strong partnership and delivering exceptional value through innovative technology solutions.

As your trusted IT Service Management partner, we look forward to helping your organization achieve operational excellence and adaptability in today's ever-changing environment. Our expertise, proven capabilities, and customer-focused approach ensure that your goals are at the heart of everything we do.

Should you have any questions, require further information, or wish to discuss the proposal in more detail, please do not hesitate to reach out.

We eagerly anticipate the opportunity to collaborate with your team and contribute to your continued success.

Contact Information

USA Technology Consultants LLC

- **Email:** info@usatechconsultants.com
- **Phone:** +1 (201) 912-0061
- **Website:** www.usatechconsultants.com

Thank you once again for considering **USAT**.

We look forward to a long and successful partnership.