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Header @ 2

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

Procurement Folder: 1553835

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0705

Vendor ID: VS0000020383

SO Doc ID: LOT2500000002

Legal Name: V-SOFT CONSULTING GROUP INC

Published Date: 12/17/24

Alias/DBA:

Close Date: 1/9/25

Total Bid: \$206,999.64

Close Time: 13:30

Response Date: 01/09/2025

Status: Closed

Response Time: 12:54

Solicitation Description: IT Service Management (ITSM) Platform Solution

Responded By User ID: V-Soft19

Total of Header Attachments: 2

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Total of All Attachments: 2

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 Purchasing Division
 2019 Washington Street East
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**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 ESR01092500000004312	1

VENDOR
 VS0000020383
 V-SOFT CONSULTING GROUP INC

Solicitation Number: CRFQ 0705 LOT2500000002
Total Bid: 206999.6400000000139698386192 **Response Date:** 2025-01-09 **Response Time:** 12:54:34
Comments:

FOR INFORMATION CONTACT THE BUYER
 Brandon L Barr
 304-558-2652
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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	3499.970000	41999.64

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	1100.000000	165000.00

Comm Code	Manufacturer	Specification	Model #
81112200			

Commodity Line Comments:

Extended Description:

See Specifications and Exhibit A - Pricing Page for Details

EXHIBIT A – Pricing Page

Section	Description	Unit of Measure	Quantity	Unit Cost	Extended Cost
4.1.1	Contract Item #1: Commercial off-the-shelf (COTS) configurable IT Service Management (ITSM) platform	Month	12	\$3,499.97	\$41,999.58 -
4.1.2	Contract Item #2: Implementation & Professional Services Support and Maintenance	Hour	150	\$1,100	\$165,000 -
				Overall Total Cost	\$ 206,999.58 -

Please note: This information is being captured for auditing purposes.

Any product or service not on the Agency provided Pricing Page will not be allowable. The state cannot accept alternate pricing pages, failure to use Exhibit-A Price Page or a No-Bid could lead to disqualification of vendors bid.

The Pricing Page contains a list of the Contract Services and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Vendor should type or electronically enter the information into the Pricing Page to prevent errors in the evaluation.

BIDDER /VENDOR INFORMATION:

Vendor Name:	
Address:	
City, St. Zip:	
Phone No.:	
Email Address:	

Vendor Signature:

Date:

Proposal Submitted to



Client Name: State of West Virginia

RFP Number: CRFQ 0705 LOT2500000002

RFP Title: IT Service Management (ITSM) Platform Solution

Proposal due by 19th December 2024

V-Soft's GSA no: 47QTCA21D007Q

Prepared for and submitted to

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Confidentiality Statement:

This proposal contains information that must remain confidential and that cannot be duplicated, used, or disclosed in whole or in part for any reason other than to assess the proposal. However, State of West Virginia shall have the right to duplicate, use, or disclose the data to the extent specified in the resulting contract if a contract is granted to this offeror as a result of, or in connection with, the submission of this data. If the information was obtained from another source without limitations, this restriction does not affect State of West Virginia ability to use it. The relevant sheets of this proposal contain the data that are subject to this restriction.

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1. Executive Summary

V-Soft Consulting Group, Inc. (V-Soft) 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.

This project aims to implement ServiceNow IT Service Management (ITSM) to enhance IT service efficiency, automate core workflows, and improve user satisfaction. By centralizing and streamlining key processes such as **Service Desk, Incident Management, Problem Management, Change Management, Asset Management, Service Catalog, Service Level Agreements (SLA), and Knowledge Management**, ServiceNow ITSM will enable the IT team to deliver reliable and responsive service to all stakeholders.

The solution will also have the capabilities to **Integrate** with third-party tools such as **monitoring systems, HR systems, and inventory systems** (e.g., **People First, Giga Trak, Remedy Force, M365**), ensuring seamless data flow and improved operational efficiency.

Additionally, **Reporting** capabilities will be configured to provide real-time insights into service performance and drive continuous improvement.

Our ServiceNow ITSM solution will address the following key areas:

- **Solution Requirements:** ServiceNow ITSM will meet functional and technical requirements, including centralized service desk, streamlined incident, problem, change, and asset management, as well as integrated SLAs and knowledge management.
- **User Interface Requirements:** The platform will offer an intuitive, user-friendly interface for both IT staff and end-users, providing mobile access, a self-service portal, and customizable design to meet organizational needs.
- **User Input Validation:** The system will ensure data integrity by validating form fields and providing clear, user-friendly error messages.
- **Security Requirements:** The solution will be implemented with robust security measures, including role-based access controls (RBAC), encrypted data transmission, and secure integrations with third-party tools.
- **Project Administration and Management:** The project will be governed through a structured project management approach, ensuring alignment with timelines, deliverables, and quality standards.
- **Staffing Plan:** The project will be supported by a dedicated team, including a Project Manager, ServiceNow Developers, Business Analysts, Quality Assurance specialists, Training Leads, and Post-Deployment Support staff. Each team member will be responsible for their specific area of expertise to ensure successful delivery and ongoing support of the ServiceNow ITSM solution.



Eric Martinez
Head of ServiceNow Practice
V-Soft Consulting Group Inc

2. Scope of Work

2.1 Scope

The scope of this project will include the setup, configuration, and customization of the following ITSM modules in ServiceNow: Service Desk, Incident Management, Problem Management, Change Management, Asset Management, Service Catalog, SLA Management, and Knowledge Management and reporting and analytics. This project will focus on configuring and customizing these ServiceNow ITSM modules to meet The West Virginia Purchasing Division specific ITSM requirements.

The primary goal is to enhance operational efficiency, streamline IT service processes, and provide end-users with self-service options for resolving IT-related issues. Additionally, the project will aim to reduce operational costs by automating workflows to minimize manual tasks, saving both time and resources.

- **Service Desk:** It serves as a centralized hub for managing user interactions, providing a seamless ticketing system that includes key functions such as ticket entry, categorization, prioritization, assignment, incident resolution, and time tracking. It supports robust onboarding and offboarding processes and features a self-service portal where users can initiate requests, report issues, access information, check status, and review comments. Additionally, it accommodates tailored workflows for agency-specific hardware and software profiles, while ticketing integrates tasks and assignments to enhance operational efficiency and ensure effective resolution.
- **Incident Management:** It helps restore normal service operations as quickly as possible after an unplanned interruption and helps minimize the impact to your business. Complete the activities in this category to implement a simple, industry standard approach to Incident Management.
- **Problem Management:** It helps identify, investigate, and resolve root causes of incidents. Complete the activities in this category to configure your organization's problem management process.
- **Change Management:** It is designed to ensure successful prioritizing, approval, scheduling, and execution of changes to IT systems. As IT changes can directly impact employee productivity and engagement, necessary documentation, approval, and implementation practices are vital in achieving smooth transitions and alignment with business goals.
- **Asset Management:** The application integrates the physical, technological, contractual, and financial aspects of information technology assets.
- **Service Catalog:** It helps to present the services that your organization offers to employees. Complete the activities in this category to structure and build the services that the employees can request through the service catalog.
- **Service-level Management:** It empowers organizations to track service-level agreements (SLAs) with customers (or employees) and vendors. By identifying weaknesses, this allows management to take corrective actions to promote compliance with agreed-upon standards, enhancing customer satisfaction and vendor accountability in the process.
- **Knowledge Management:** Knowledge Management helps capture and share the ideas, experience, and information that your users collectively possess. Effective use of Knowledge

Management improves efficiency, quality of service, and customer satisfaction. Complete the activities in this category to configure your organization's knowledge management process

- **Reporting & Dashboard:** ITSM's insightful reports provide an in-depth view of IT operations, allowing for informed decision-making and continuous improvement.

2.2 Out of Scope

- **Legacy System Migration:** Data migration from non-ServiceNow systems is excluded from this project.
- **Advanced Customizations:** Complex customizations that deviate from ServiceNow best practices will not be part of the initial scope.
- **Custom Reporting:** Development of custom reports outside of ServiceNow's standard offerings is not included.
- **Integration with 3rd party Applications:** The scope of the project does not include Integration and Customization with third-party tools such as monitoring systems, HR systems, and inventory systems (e.g., People First, Giga Trak, Remedy Force, M365)

2.3 Project Deliverables

As part of the project, V-Soft will provide the following deliverables:

Deliverable	Description
Deliverable 1: Submit Project Management Plan	Detailed plan for project execution, including phases, tasks, milestones, and resources.
Deliverable 2: Completion of detailed needs assessment and requirement gathering sessions	Detailed analysis of existing ITSM processes, systems, and data.
Deliverable 3: Submit system administration guide/design document following system configuration	Comprehensive guide for system administration, including configuration settings and best practices.
Deliverable 4: Deliver User Acceptance Test Plans and Scripts	Detailed test plans and scripts to validate system functionality.
Deliverable 5: Proof of successful completion of scheduled user acceptance test sessions	Documentation of successful completion of UAT sessions.

Deliverable 6: Provide training plan and schedule	Comprehensive training plan and schedule for end users and platform administrators.
Deliverable 7: Provide training materials and deliver training	Training materials and delivery of training sessions.
Deliverable 8: Deliver post-deployment and post-training support plan	Plan for ongoing support and maintenance.
Deliverable 9: Successful production implementation	Successful deployment of ServiceNow ITSM in a production environment.
Deliverable 10: Successful completion of post-deployment and post-training support period	Completion of the agreed-upon post-deployment and post-training support period.

2.4 Value to be Realized

The West Virginia Purchasing Division will realize immediate value from having a comprehensive ITSM solution. Here is a list of high-level business values.

1. **Centralized IT Operations:** Streamlined service desk and ticketing system for efficient management of user interactions.
2. **Enhanced User Experience:** Self-service portals for easy access to IT services and issue resolution.
3. **Task Automation:** Automated workflows to reduce manual effort and improve operational efficiency.
4. **Real-Time Reporting:** Dashboards and reports provide actionable insights into IT performance and compliance.
5. **Scalability and Flexibility:** SaaS/cloud-based configurability ensures the platform scales with organizational growth.
6. **Secure Data Handling:** Robust security features, including encryption, role-based access, and compliance with GDPR, HIPAA, and FedRAMP.
7. **Multi-Channel Support:** Built-in email integration and bi-directional third-party tool integrations streamline communication.
8. **Standardized Processes:** Support for industry-standard workflows in Incident, Problem, and Change Management.
9. **Improved SLA Compliance:** SLA tracking and automated notifications ensure adherence to service quality standards.
10. **Seamless Change Management:** Tools for planning, scheduling, and reviewing IT changes reduce risks and enhance productivity.

11. **Proactive Problem Resolution:** Trend analysis and root cause identification reduce recurring issues.
12. **Efficient Asset Management:** Comprehensive lifecycle management of IT assets, from discovery to retirement.
13. **Customizable User Interfaces:** Branding options, adjustable workflows, and tailored data input fields improve usability.
14. **Mobile Accessibility:** Support for iOS and Android devices ensures IT services are accessible on the go.
15. **Role-Based Access Controls:** Granular control over system access enhances security and compliance.
16. **Integrated Knowledge Management:** Centralized repository for sharing FAQs, troubleshooting guides, and validated workflows.
17. **Improved IT Responsiveness:** Faster resolution of incidents through prioritized workflows and escalation rules.
18. **Enhanced User Adoption:** Intuitive interface design reduces training requirements and increases engagement.
19. **Data Residency Compliance:** Adherence to data storage regulations within the continental US.
20. **Audit Trails:** Comprehensive tracking of changes and activities ensures accountability and transparency.
21. **Custom Integration Capabilities:** API access for integration with third-party tools like Remedy Force and M365.
22. **Automated Notifications:** Alerts for SLA breaches and system changes keep stakeholders informed in real-time.
23. **Support for Multi-User Approvals:** Parent-child ticketing relationships and approval workflows streamline decision-making.
24. **Improved Decision-Making:** Advanced analytics and trend forecasting aid in strategic planning and service optimization.
25. **Operational Cost Reduction:** Automation and streamlined workflows lower costs associated with manual tasks and inefficiencies.

3. Proposed Technical Solution

The proposed solution includes Design and implementation of the following **ServiceNow Platform, ITSM Application and related modules and features**

- **ServiceNow Platform**
 - User Interface Design features
 - User Input validation features
 - Security features
- **Service Desk**
- **Incident Management**
- **Problem Management**
- **Change Management**
- **Asset Management**
- **Service Catalog**
- **Service Level Agreements (SLA)**
- **Knowledge Management**
- **Integration and Customization Features**
- **ServiceNow Reporting and Dashboards**

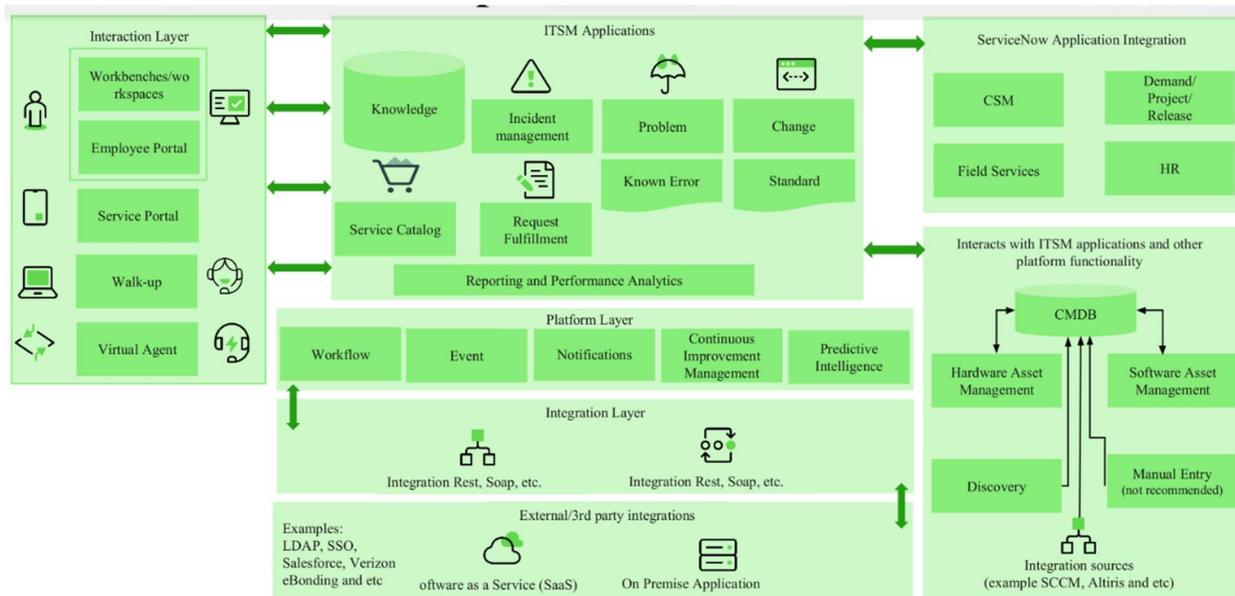
ServiceNow IT Service Management



3.1. ServiceNow ITSM Solution

3.1.1 Solution Overview

ServiceNow IT Service Management (ITSM) is a comprehensive platform that streamlines IT operations through automated workflows, self-service portals, and robust ticketing capabilities. It enhances efficiency by offering built-in email mechanisms, role-based access, customizable forms, and scalable cloud-based solutions. Key features include task automation, multi-user approval workflows, parent-child ticketing relationships, and audit trails. With strong reporting tools, real-time notifications, and data encryption, it ensures secure, efficient service delivery. The solution supports seamless updates, Windows 10/11, and compliance with data residency requirements.



3.1.2 ServiceNow Platform Features

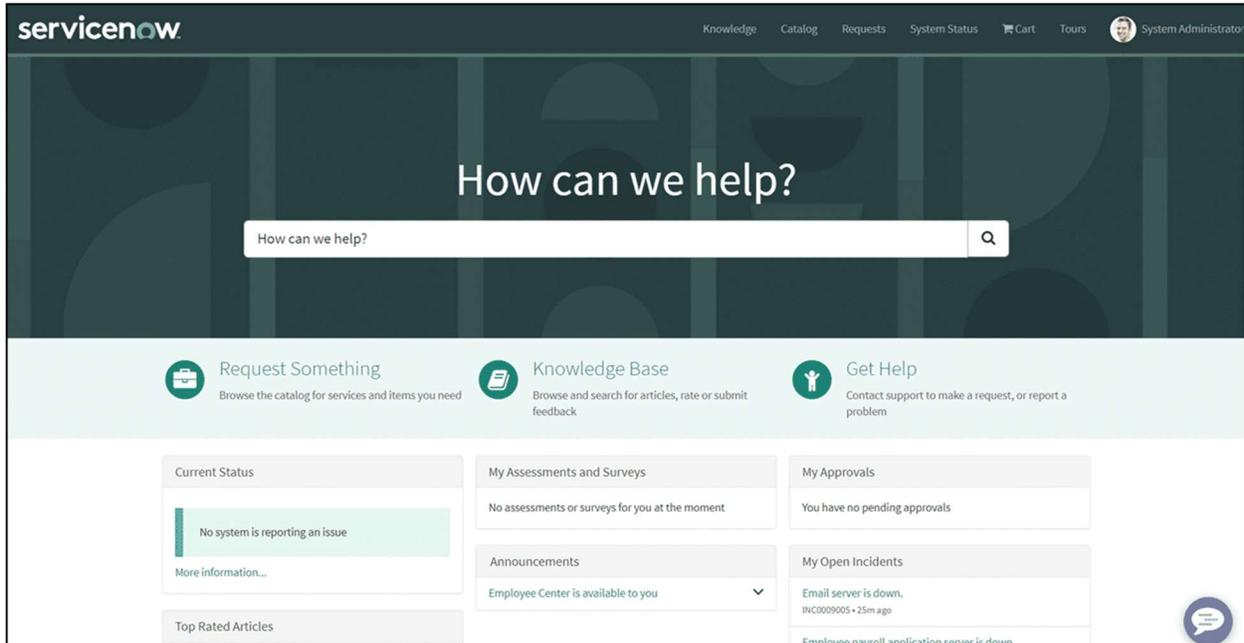
The ServiceNow ITSM platform delivers a comprehensive, scalable solution for efficient service management. It includes a built-in email system, customizable workflows, and automated processes to streamline operations. The cloud-based platform supports Windows 10/11 and offers robust features such as role-based access control, mandatory field designation, and self-service portals. It ensures security through encryption, audit trails, and compliance with GDPR, HIPAA, and FedRAMP. Advanced reporting, data sharing across records, customer surveys, and ticketing capabilities (including task assignments and escalation workflows) enhance functionality for modern IT environments.

ServiceNow ITSM Solution will be designed and implemented to meet all the following requirements. Details on how these Requirements are met are explained in **Technical Matrix - Attachment D**.

- Built-in email integration without external servers.
- SaaS/Cloud-based configurability with included licenses/tools.
- Workflow, form, and process customization.
- Support for Windows 10/11.
- Scalability for growth.
- Streamlined updates and maintenance.
- Task automation and workflow orchestration.
- Data residency within the Continental US.
- High availability and data retention compliance.
- Role-based access controls.
- De-activatable user accounts without licensing costs.
- Customizable self-service portal.
- Mandatory field designation.
- Out-of-the-box reporting.
- Historical management reporting.
- Audit trails.
- Automated notifications and escalations.
- Data encryption with proprietary keys.
- Data sharing across record types.
- Customer survey capabilities with branding.
- Parent-child ticketing relationships and multi-user approvals.

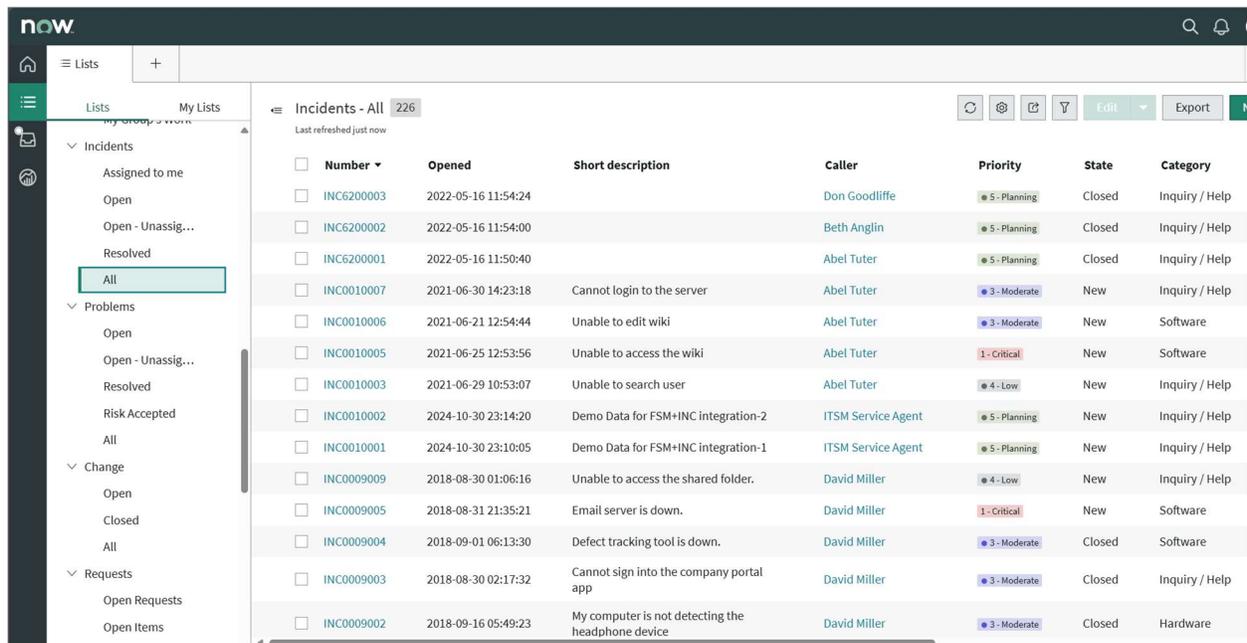
3.1.3 ServiceNow User Interface Features

The ServiceNow ITSM platform offers a user-friendly, intuitive interface designed for seamless use on iOS, Android, and desktop devices. It supports customizable branding with logos and color palettes, adjustable terminology, and error messages. Features include context-sensitive help, shortcut commands, multi-screen functionality, and input validation through authorization and consistency checks. Administrators can modify workflows, reports, and screens without vendor intervention. Additionally, the platform provides role-based access controls, mobile device management compliance, and tools to streamline user adoption and reduce training requirements.



The screenshot displays the ServiceNow user interface. At the top left is the 'servicenow' logo. The top navigation bar includes links for Knowledge, Catalog, Requests, System Status, Cart, Tours, and a user profile icon labeled 'System Administrator'. The main header area features the text 'How can we help?' and a search bar with the placeholder text 'How can we help?'. Below this, there are three primary action buttons: 'Request Something' (Browse the catalog for services and items you need), 'Knowledge Base' (Browse and search for articles, rate or submit feedback), and 'Get Help' (Contact support to make a request, or report a problem). The dashboard contains several widgets: 'Current Status' (No system is reporting an issue), 'My Assessments and Surveys' (No assessments or surveys for you at the moment), 'My Approvals' (You have no pending approvals), 'Announcements' (Employee Center is available to you), and 'My Open Incidents' (Email server is down, INCD009005 • 25m ago, Employee payroll application server is down). A 'Top Rated Articles' widget is also visible. A chat icon is located in the bottom right corner.

- User-friendly interface for iOS/iPadOS and Android devices.
- Intuitive design to facilitate adoption and minimize training.
- Terminology customization for data input and reporting.
- Re-branding options with logos and color palettes.
- Menus, windows, and browsers for ease of use.
- Mobile accessibility with compliance for mobile device management.
- Shortcut commands for expert users.
- Online context-sensitive help at all levels.
- Informative error messages.
- Editable help screen text by administrators.
- Replication and amendment of existing items.
- Automatic input data validation.
- Authorization and consistency checks.
- Invalid login attempt reports.
- Restricted fields/options based on user roles.
- Adjustable screens, workflows, and reports without vendor help.
- Use of list boxes for data input.
- Multiple open screens functionality.
- Session limits for concurrent users.



The screenshot shows the ServiceNow interface for the 'Incidents - All' list. The table contains the following data:

Number	Opened	Short description	Caller	Priority	State	Category
INC6200003	2022-05-16 11:54:24		Don Goodliffe	5 - Planning	Closed	Inquiry / Help
INC6200002	2022-05-16 11:54:00		Beth Anglin	5 - Planning	Closed	Inquiry / Help
INC6200001	2022-05-16 11:50:40		Abel Tuter	5 - Planning	Closed	Inquiry / Help
INC0010007	2021-06-30 14:23:18	Cannot login to the server	Abel Tuter	3 - Moderate	New	Inquiry / Help
INC0010006	2021-06-21 12:54:44	Unable to edit wiki	Abel Tuter	3 - Moderate	New	Software
INC0010005	2021-06-25 12:53:56	Unable to access the wiki	Abel Tuter	1 - Critical	New	Software
INC0010003	2021-06-29 10:53:07	Unable to search user	Abel Tuter	4 - Low	New	Inquiry / Help
INC0010002	2024-10-30 23:14:20	Demo Data for FSM+INC integration-2	ITSM Service Agent	5 - Planning	New	Inquiry / Help
INC0010001	2024-10-30 23:10:05	Demo Data for FSM+INC integration-1	ITSM Service Agent	5 - Planning	New	Inquiry / Help
INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help
INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New	Software
INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software
INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware

3.1.4 ServiceNow - Data / User Input validation Features

The **Data/User Input Validation Features** ensure robust input security and accuracy. Key features include **authorization checks** to confirm user permissions, **consistency checks** to maintain data integrity, and **reports on invalid login attempts** for monitoring unauthorized access. Additionally, the system uses visual indicators like greyed-out fields to restrict unauthorized access and ensures user-friendly design with tailored access levels. These mechanisms promote secure and efficient data handling across different user groups.

- Authorization check.
- Consistency check.
- Reports of invalid log-in attempts.
- Data input fields restricted or greyed out for unauthorized users.

3.1.5 ServiceNow - Security Features

The ITSM tool's security features emphasize robust protection, including data encryption in transit and at rest, role-based access control, and compliance with standards like GDPR, HIPAA, and FedRAMP. It supports multi-factor authentication, SSO using SAML, and integration with identity access management solutions. Administrators can customize access permissions, enforce IP range restrictions, and monitor unauthorized activity. These measures ensure secure, compliant, and flexible system access.

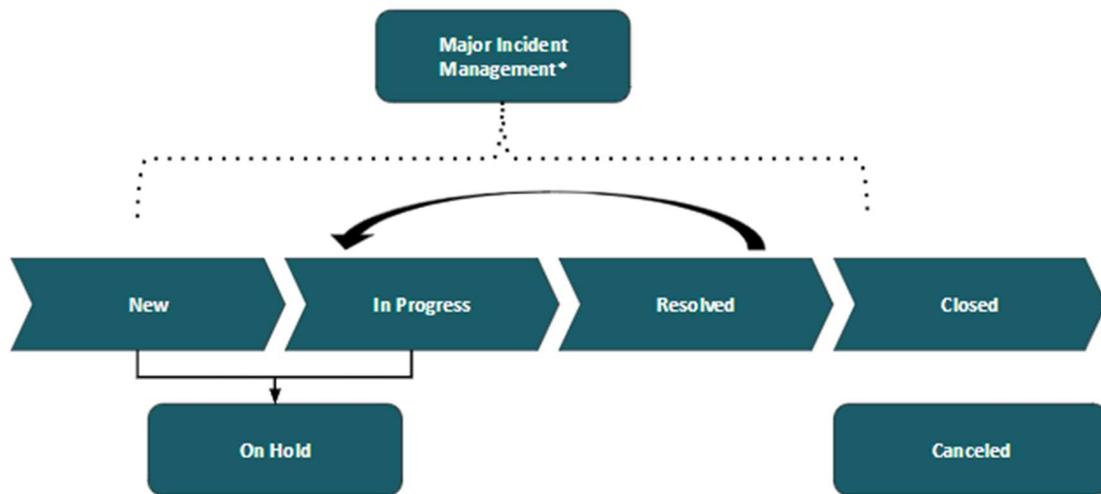
3.1.6 Service Desk

The ITSM Service Desk serves as a centralized hub for managing user interactions, providing a seamless ticketing system that includes key functions such as ticket entry, categorization, prioritization, assignment, incident resolution, and time tracking. It supports robust onboarding and offboarding processes and features a self-service portal where users can initiate requests, report issues, access information, check status, and review comments. Additionally, it accommodates tailored workflows for agency-specific hardware and software profiles, while ticketing integrates tasks and assignments to enhance operational efficiency and ensure effective resolution.

- Configure ticket entry fields
- Set up categorization, prioritization, and assignment rules
- Define templates for common cases
- Enable time tracking for tickets
- Set up ticket workflows and escalation paths
- Configure self-service portal for user access
- Define onboarding and offboarding processes
- Create profile and ticket types for agency subsections
- Enable task and task assignment capabilities
- Set up reporting and dashboards for ticket insights

3.1.7 Incident Management

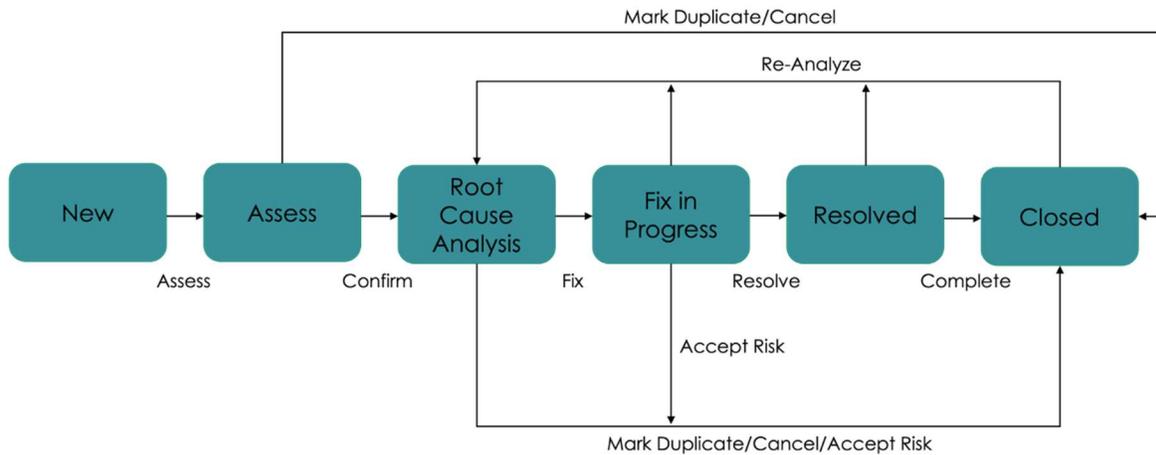
The ITSM Incident Management helps restore normal service operations as quickly as possible after an unplanned interruption and helps minimize the impact to your business. Complete the activities in this category to implement a simple, industry standard approach to Incident Management.



- Configure Incident Form
- Set Incident Categorization
- Configure Incident Life Cycle states
- Define Resolution Workflow
- Configure Assignment Rules
- Define Templates for Common Issues
- Configure Incident Documentation Fields
- Configure Security Incident Tracking
- Configure Link to Knowledge Base
- Escalation Rules
- Setup email and notifications
- Service Desk Alert Configuration
- Configure SLAs and SLF Policies
- Setup automated alerts and notifications
- Monitor SLA Performance (Reports and dashboards)
- Integrate Event Management
- Configure Event-to-Incident Mapping
- Setup Event Prioritization
- Configure Dashboards and Reports
- Set up key performance indicators (KPIs)

3.1.8 Problem Management

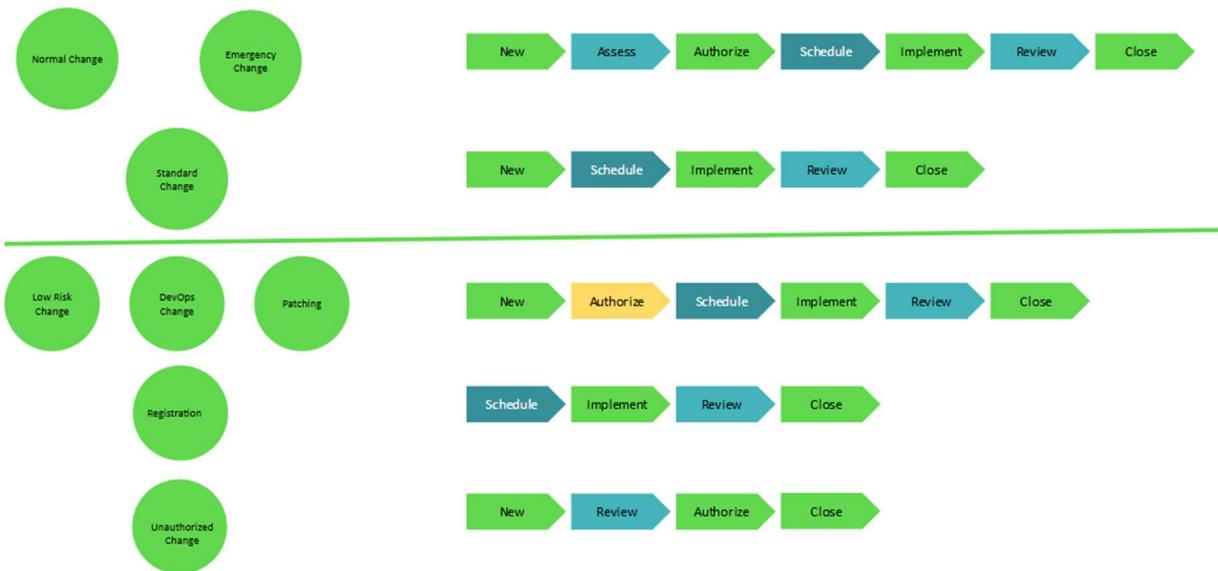
The **ITSM Problem Management** helps identify, investigate, and resolve root causes of incidents. Complete the activities in this category to configure your organization's problem management process.



- Set up root cause analysis tools
- Configure problem categorization rules
- Configure problem prioritization rules
- Enable trend analysis tools
- Configure proactive problem resolution workflows

3.1.9 Change Management

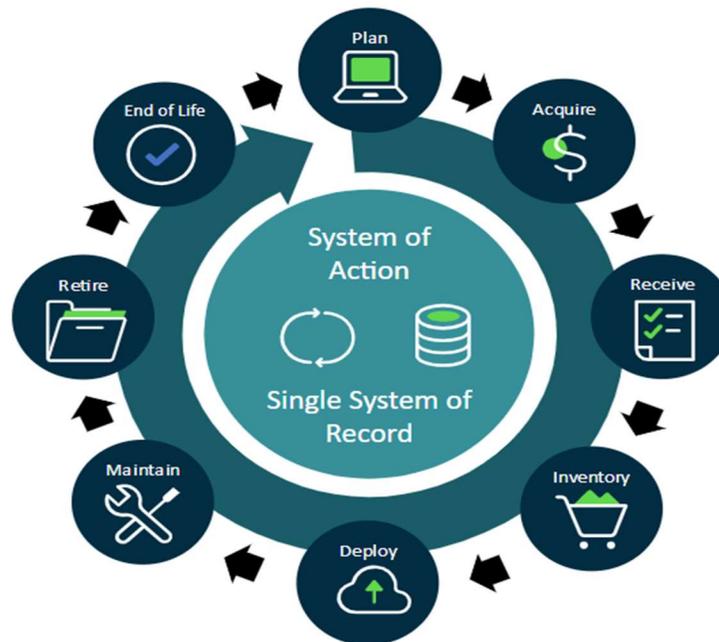
The ITSM Change Management is designed to ensure successful prioritizing, approval, scheduling, and execution of changes to IT systems. As IT changes can directly impact employee productivity and engagement, necessary documentation, approval, and implementation practices are vital in achieving smooth transitions and alignment with business goals.



- Configure change request submission fields
- Set up approval workflows for change requests
- Implement change impact assessment and risk analysis tools
- Configure scheduling and coordination settings
- Enable calendar view for scheduled changes
- Set up workflows to manage and control changes to the IT environment
- Configure release management for software rollouts and updates
- Enable change planning, implementation, and review processes

3.1.10 Asset Management

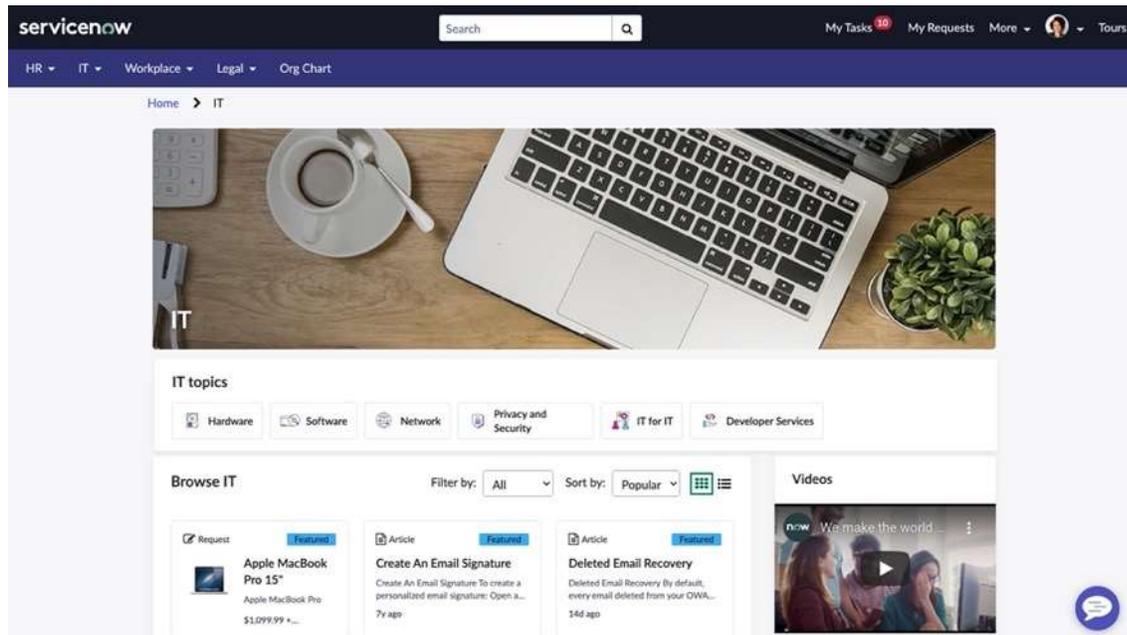
The **Asset Management** application integrates the physical, technological, contractual, and financial aspects of information technology assets.



- Configure comprehensive asset discovery and inventory management
- Enable automated asset discovery
- Maintain accurate records of IT assets and relationships
- Configure hardware and software inventory
- Set up asset lifecycle management (procurement, deployment, retirement)
- Integrate with other IT management systems (e.g., inventory tools)

3.1.11 Service Catalog

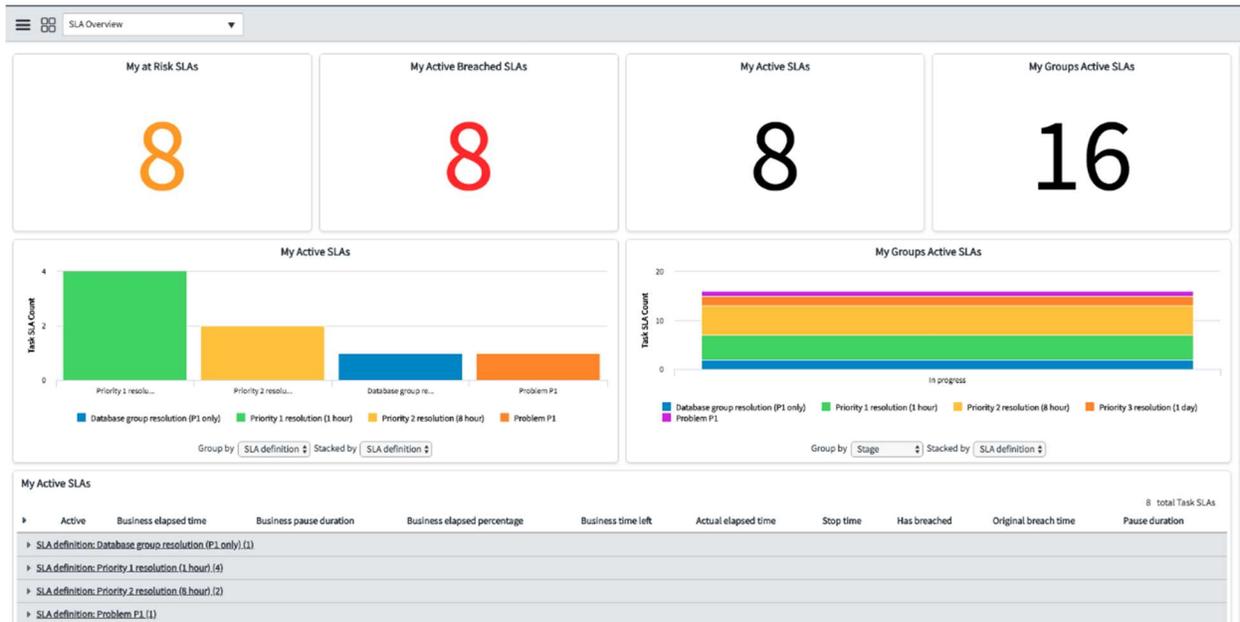
The ITSM Service Catalog helps to present the services that your organization offers to employees. Complete the activities in this category to structure and build the services that the employees can request through the service catalog.



- Configure Catalog Categories
- Configure Catalog Items
- Service Level Agreements
- Configure a user-friendly service request catalog with self-service capabilities
- Set up automated service fulfillment workflows
- Integrate with knowledge base and asset management

3.1.12 Service Level Agreements (SLA)

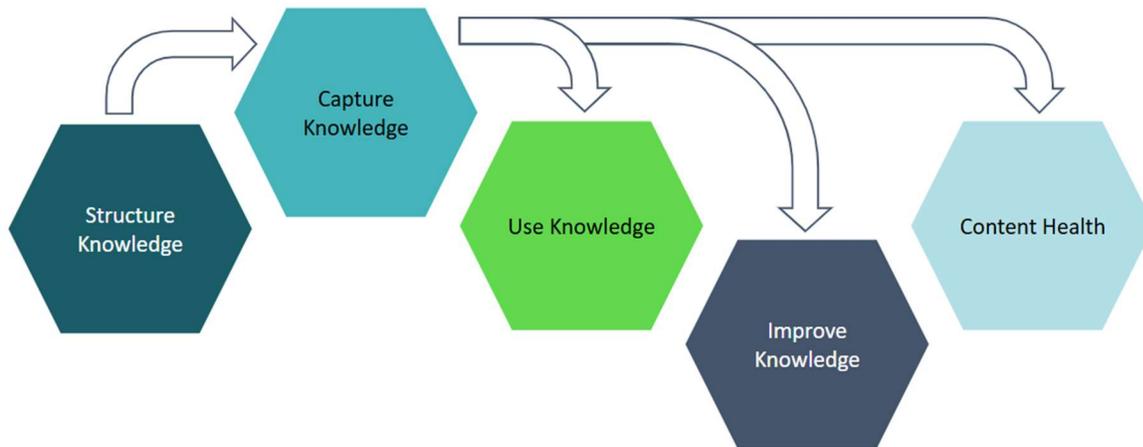
The ITSM Service-level management empowers organizations to track service-level agreements (SLAs) with customers (or employees) and vendors. By identifying weaknesses, this allows management to take corrective actions to promote compliance with agreed-upon standards, enhancing customer satisfaction and vendor accountability in the process.



- Configure SLAs for performance and quality standards
- Set target response and resolution times
- Define SLA conditions (priority levels)
- Enable SLA tracking in incidents, requests, and changes
- Configure automated alerts for SLA breaches
- Set up SLA reports and dashboards
- Define Key Performance Indicators (KPIs) for SLA performance
- Enable automated notifications for SLA breach warnings
- Enable dashboard views for SLA compliance tracking

3.1.13 Knowledge Management

The ITSM Knowledge Management helps capture and share the ideas, experience, and information that your users collectively possess. Effective use of Knowledge Management improves efficiency, quality of service, and customer satisfaction. Complete the activities in this category to configure your organization's knowledge management process



- Configure Knowledge Base
- Set up categories: Articles, FAQs, Troubleshooting Guides
- Configure permissions for article access
- Set up knowledge capture process
- Define validation workflow
- Enable knowledge sharing options
- Activate search indexing
- Configure search relevance ranking
- Configure tagging fields for articles
- Configure and upload training materials
- Setup content into categories
- Set permissions for training document access

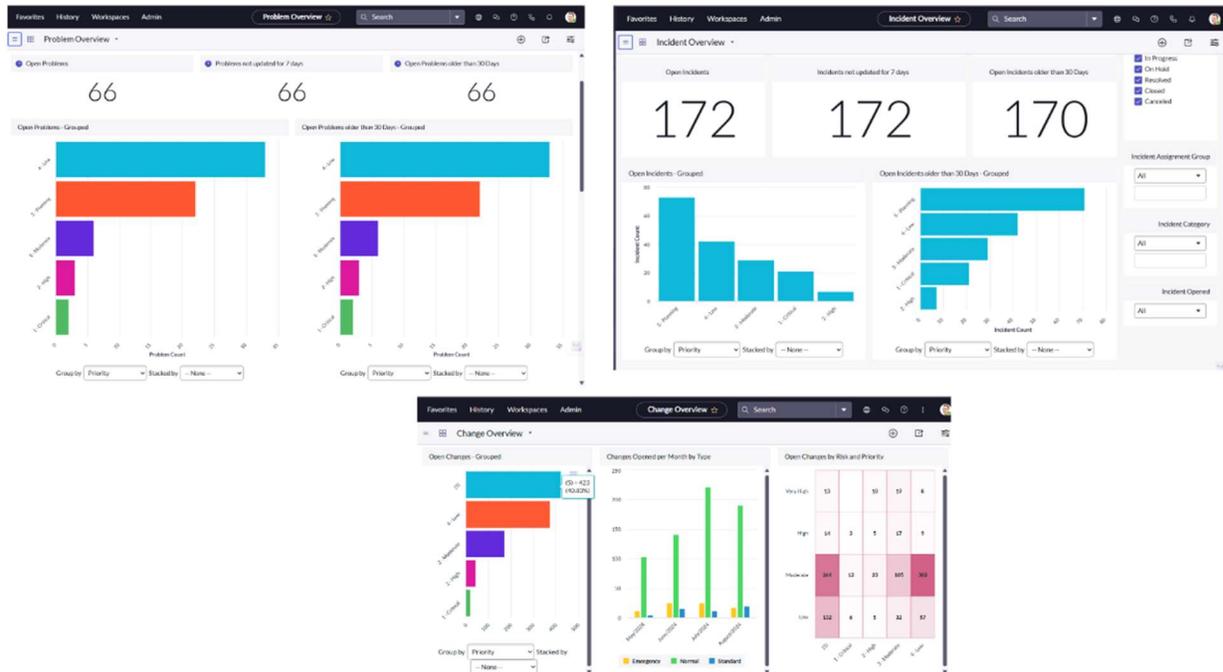
3.1.14 ServiceNow Integration and Customization

The ITSM platform supports bi-directional integration with third-party tools like People First, Giga Trak, Remedy Force, and M365. It provides robust API access for custom integrations and automation to streamline workflows. Additionally, the platform allows comprehensive customization of workflows, forms, and user interface branding to align with organizational requirements and enhance usability.

- Enable bi-directional integration with third-party tools (**e.g., People First, Giga Trak, Remedy Force, M365**)
- Set up API access for custom integrations and automation
- Customize workflows, forms, and UI branding
- Integrate with security tools for security alerting and ticket creation

3.1.15 ServiceNow Reporting and Dashboards

The ITSM's insightful reports provide an in-depth view of IT operations, allowing for informed decision-making and continuous improvement.



- Configure pre-built and customizable reports and dashboards
- Enable performance metrics tracking (SLAs, KPIs)
- Set up trend analysis and forecasting capabilities
- Configure structured process for collecting customer feedback on IT services
- Enable report generation and analytics for evaluating IT service performance
- Set up accessible dashboards with real-time insights
- Present management information on service management processes
- Configure standard management information reports for statistical, progress, and exception data
- Enable reports to be viewed on-screen or printed
- Enable inquiry facility for user-defined management information reports
- Configure ad hoc report generation based on the logical data model
- Present management information in graphical form or export to other utilities
- Enable standard reports for user-defined periods and record life cycle reporting

4. Workshops and Deliverables

6.1. Workshops

6.1.1 Scoping Workshop:

- Document key objectives for each ITSM module to ensure alignment with business and IT goals.
- The workshops will focus on identifying the scope and high-level goals for implementing Incident Management, Problem Management, Change Management, Asset Management, Service Catalog, SLA Management, Knowledge Management, and Reports and Dashboards within the organization.
- Review current IT service management processes, tools, and systems that need to integrate with ServiceNow.
- Identify stakeholders and establish initial project requirements, timeline, and resources for successful implementation.
- Understand integration points with third-party tools (e.g., monitoring systems, HR systems, inventory systems) to ensure seamless data flow.
- Define reporting and dashboard requirements to provide real-time insights into service performance and key metrics.

6.1.2 Requirements Gathering Workshop:

- Conduct a detailed analysis of business and technical requirements for Incident Management, Problem Management, Change Management, Asset Management, Service Catalog, SLA Management, Knowledge Management, and Reports/Dashboards.
- Collaborate with key stakeholders from IT support, service desk, and business units to define workflows, data capture needs, approval processes, reporting requirements, and the metrics needed for dashboards.
- Identify key use cases and scenarios that each ITSM module will address (e.g., incident logging, problem resolution, change approvals, asset tracking).
- Define key performance indicators (KPIs) for monitoring ITSM processes and service performance.
- Confirm any customization or configuration needs based on business requirements.
- Ensure that SLAs, escalation paths, and notification requirements are captured and aligned with business expectations.
- Define the types of reports and dashboards required to track performance, service levels, incident status, and other key metrics, including visualizations and automated reporting schedules.

6.1.3 Training Plan Development:

- Develop a comprehensive Training Plan and schedule to support both end users and platform administrators for all ITSM modules.

- Define training objectives, including hands-on exercises and assessments, to ensure effective adoption of ServiceNow ITSM capabilities.
- Provide detailed training on all key ITSM modules such as Incident Management, Problem Management, Change Management, Service Catalog, and Knowledge Management.
- This includes training on Reports and Dashboards, focusing on how to generate, customize, and interpret reports, as well as how to create and use dashboards for monitoring service performance.
- Create and deliver training materials such as user guides, video tutorials, FAQs, and quick-reference materials for ongoing reference.
- Ensure training materials are available for upload to the Department's learning management system (LMS), so they can be reused, distributed, or modified as needed.
- Provide interactive and engaging training sessions for both end users (focused on ticketing, catalog requests, knowledge base usage, etc.) and platform administrators (focused on system configuration, user management, reporting, and dashboards).
- Conduct pre-launch training to ensure readiness and address user queries.
- Post-Deployment and Post-Training Support Plan:
 - Develop a Post-Deployment Support Plan to address ongoing system support, user assistance, and troubleshooting.
 - Define procedures for handling service desk tickets, user issues, and operational challenges post-launch.
 - Provide a support team for post-deployment monitoring, ensuring that the system runs efficiently, and any issues are addressed quickly.
 - Establish clear channels for ongoing support and system updates, ensuring that the platform is continuously optimized to meet user needs and business goals.
 - Provide support for reporting and dashboard management to ensure that users can easily access and utilize real-time insights and KPIs effectively.

5. Project Approach & Phases

The approach for this project will follow ServiceNow implementation best practices, focusing on:

- **Standardization:** Adopting out-of-the-box functionalities as much as possible to align with industry best practices.
- **User-Centric Design:** Involving key stakeholders in the design phase to ensure that the system meets user needs.
- **Agile Methodology:** Delivering functionality in iterative phases, enabling testing and feedback before moving to the next phase.

The project will go through the following Phases:

- **Requirements Gathering:** Conduct workshops to document functional and technical requirements.
- **Configuration & Customization:** Configure core ITSM modules based on requirements.
- **Integrations:** Integrate ServiceNow with email and chat systems for multi-channel support.
- **User Training:** Deliver training for IT staff and end-users to ensure platform adoption.
- **Documentation:** Provide comprehensive documentation on workflows, configurations, and usage guidelines.

6. Project Methodology

This project will follow an Agile methodology to allow flexibility, iterative progress, and continuous improvement throughout the implementation. Key components of the methodology include:

Project Management:

- **Detailed Planning:** The project will begin with detailed planning to allocate resources and define tasks, milestones, and timelines. This plan will be reviewed periodically to track progress and adjust as necessary.
- **Resource Allocation:** Proper allocation of internal and external resources, including subject matter experts and ServiceNow consultants, will be carried out to ensure timely delivery of each phase.
- **Communication Strategy:** A communication plan will be implemented to ensure transparency, regular updates to stakeholders, and alignment with business needs.

Change Management:

- **Organizational Change Management (OCM):** Change management strategies will be employed to prepare users for the transition to the new ServiceNow system. This will include communication, training, and support to ensure smooth adoption of the system.
- **Stakeholder Engagement:** Regular engagement with key stakeholders to manage expectations and provide updates on progress.

User Training:

- **Comprehensive Training:** A structured training program will be developed and delivered to both end-users and platform administrators. This will include training on system functionality, new processes, and best practices for system administration.
- **Training Materials:** Training will be supported by clear, detailed materials, including user guides, administrator manuals, and video tutorials, to assist in the adoption and ongoing use of the platform.

Testing:

- **User Acceptance Testing (UAT):** Detailed test plans and scripts will be created to validate that the system meets business requirements. UAT sessions will be conducted with key stakeholders to confirm that the system is functioning as expected.
- **Iterative Testing:** Regular testing cycles will be integrated into the project to identify and resolve any issues early, ensuring system stability.

7. Mandatory Requirements

ITSM Platform Solution

Mandatory Contract Services Requirements and Deliverables:

Contract Services Deliverable # 1: Commercial off-the-shelf (COTS) configurable IT Service Management (ITSM) platform.

Category / Section No	Technical Requirement Description	Solution Meets/Partially Meets/Does Not Meet	Reference Link / URL / Notes
7.1	The solution must have the ability to be extended and configured to meet immediate and future needs for up to thirty (30) WVL system administrators and end-users.	Meets. ServiceNow supports scalable licensing and Flexible configuration options for varying user Needs.	Part of V-Soft Solution/Project Implementation
V 7.2	Shall have ITIL-aligned ITSM and ITAM processes for Service Catalog Management, Incident Management, Problem Management, Change Management, Request Fulfillment, and Event Management.	Meets. ServiceNow provides out-of-the-box ITIL-aligned processes across ITSM and ITAM functions.	IT Service Management (ITSM) - ServiceNow
	Shall have an out-of-the-box integration to Microsoft Power Pages for a self-service portal.	Meets. ServiceNow integrates with Power Pages via Apis, enabling self-service portal functionality.	ServiceNow Integration with Microsoft PowerApps an... - ServiceNow Community
	Shall have an out-of-the-box integration to Azure Intune to discover and create configuration items for ITSM and ITAM.	Meets. ServiceNow offers seamless integration with Azure Intune for creating configuration items in ITSM and ITAM.	Microsoft Intune Spoke
	Shall have an out-of-the-box integration to Azure Monitor to enable Event Management.	Meets. ServiceNow integrates with Azure Monitor to support	Azure Monitor to ServiceNow Integration -

		event management capabilities.	ServiceNow Community
	Shall have an out-of-the-box integration to Azure DevOps to create, track, and provide updates of work items related to ITSM.	Meets. ServiceNow supports integration with Azure DevOps to track and manage work items within ITSM processes.	Setting up the integration between Microsoft Azure DevOps and Agile Development
	Shall have an out-of-the-box integration to Microsoft Entra ID for creating and maintaining internal contacts in ITSM.	Meets. ServiceNow integrates with Microsoft Entra ID to manage internal contacts within ITSM.	Set up Microsoft Entra ID spoke
	Workflows shall and can be created without code and visualized within Power Automate.	Partially Meets. ServiceNow supports no-code workflows and integrates with Power Automate for visualization.	ServiceNow Flow Designer and Workflows
	Shall leverage Power BI for business intelligence-level reporting.	Partially Meets. ServiceNow integrates with Power BI for advanced business intelligence and reporting.	ServiceNow Reports, Dashboards and Performance Analytics (INC)
	The platform and self-service portal must conform to accessibility standards WCAG 2.1, US Section 508, and EN 301 549.	Meets. ServiceNow ensures compliance with WCAG 2.1, US Section 508, and EN 301 549 accessibility standards.	Service Portal
	The platform shall be ISO 27001-certified; certificates must be provided in the bid submission.	Meets. ServiceNow is ISO 27001-certified, ensuring security best practices.	ISO27001 Certified customers and their ServiceNow ... - ServiceNow Community

	The platform shall be ISO 27018-certified; certificates must be provided in the bid submission.	Meets. ServiceNow is ISO 27018-certified, focusing on data protection and privacy.	
	Vendors must provide comprehensive documentation for up to thirty (30) WVL system administrators and end-users.	Meets. This is part of our solution offering to provide documentation to WVL and also ServiceNow has all the documentation online.	Part of V-Soft Solution/Project Implementation ServiceNow Docs
	Vendors must describe the proposed solution in the response and detail how it meets or exceeds the mandatory requirements.	Explained for each mandatory solution requirements along with links /URL for reference.	VOSFT Proposal
	The Vendor must provide live online training for up to thirty (30) WVL staff.	Meets. This is part of our solution offering to provide Training and documentation for all the Processes that are Implemented along with Procedures/ wWork Instructions for top 10 use case scenarios for WVL	Part of V-Soft Solution/Project Implementation

Notes:

1. 4.1.1.3, 4.1.1.8, and 4.1.1.9 are marked as Partially Meets because ServiceNow has integration capabilities through IntegrationHub and Flow Designer but does not natively rely on Microsoft Power Pages or Power BI without additional configuration.
2. Links provided direct to official ServiceNow documentation or specific integration pages where applicable.

4.1.2 Contract Services Deliverable # 2: Implementation & Professional Services Support and Maintenance

Category / Section No	Technical Requirement Description	Solution Meets/Partially Meets/Does Not Meet	Reference Link / URL
4.1.2.1	Implementation & Professional Services Support and Maintenance must be available Monday through Friday, 8:00 a.m. EDT to 5:00 p.m. EDT, excluding State and Federal Holidays.	Meets	Part of V-Soft Solution/Project Implementation
4.1.2.2	Vendors must detail the service level agreements (SLAs) and emergency support procedures, with their bid response.	Meets	Part of V-Soft Solution/Project Implementation
4.1.2.3	The Vendor must provide documentation with their bid response outlining ongoing maintenance and support requirements for the system.	Meets	Part of V-Soft Solution/Project Implementation