



**ServiceNow Platform Implementation Services – Public Service Sector
REQUEST FOR PROCUREMENT
Project No: ITS-005-26**

Administration
INFORMATION TECHNOLOGY SERVICES

January 16th, 2025

This Request for Procurement (RFP) from the Information Technology Services of the Boston Public Health Commission (BPHC) seeks responses from ServiceNow Platform Implementation Services vendors specializing in the Public Service Sector. The RFP outlines requirements for proposals detailing the vendor's implementation approach, associated costs, and a comprehensive timeline for the project.

Request for Procurement (RFP) Schedule	
Thursday, January 16, 2025	RFP to be published in The Boston Globe. RFP available at www.boston.gov/bid-listings .
Friday, January 24, 2025	Vendor questions due by 5:00 PM ET via email to RFR@bphc.org . Each vendor should consolidate questions into a single, emailed submission with the email subject being "ServiceNow Platform Implementation Services – Public Service Sector Questions – Project No: ITS-005-26." BPHC will not respond directly to Vendor emails.
Wednesday, February 5, 2025	BPHC responses to Vendor questions posted by 5:00 PM ET at www.boston.gov/bid-listings .
Friday, February 14, 2025	Vendor RFP submissions due by 5:00 PM ET via email to RFR@bphc.org with the email subject being "ServiceNow Platform Implementation Services – Public Service Sector Response – Project No: ITS-005-26." BPHC will not respond directly to Vendor emails.

NOTE: This is the anticipated schedule. While it is BPHC’s intention to follow this schedule and conduct activities in a timely manner, unforeseen circumstances may arise that can affect it. If the BPHC needs to make schedule changes, it will release that updated schedule as an amendment to this RFP at www.boston.gov/bid-listings.

All service contracts awarded by the Boston Public Health Commission may be subject to following the City of Boston’s living wage ordinance. This ordinance requires that all employees working on sizable city contracts earn an hourly wage that is enough for a family of four to live at or above the federal poverty level. This wage amount called the living wage, is recalculated every year. For more information, please visit <https://www.boston.gov/worker-empowerment/living-wage-division>.

Certified Underrepresented Businesses Enterprise Participation

As part of BPHC’s efforts to have an equitable procurement process, BPHC encourages the participation of Supplier Diversity Office of Commonwealth of Massachusetts Certified Underrepresented Businesses Enterprise (CUBE) businesses, which includes: Minority- owned Business Enterprises (MBE), Women-owned Business Enterprises (WBE), Veteran-owned Business Enterprises (VBE), Disability-owned Business Enterprise (DOBE), Lesbian Gay Bisexual Transgender Business Enterprises (LGBTBE), Minority Non-Profit(MNPO), Women Non-Profit (WNPO), Minority Women Non-Profit (MWNPO) and local businesses.

Public Records Laws

Certain records and documents created or received in connection with this RFI may be subject to public disclosure under applicable Public Records Laws, including but not limited to M.G. L. c. 4, § 7(26) and 950 CMR 32.00. Therefore, BPHC may be required to disclose records pursuant to Public Records Law, and as such, BPHC will use reasonable efforts to identify and label any information they believe to be proprietary or confidential prior to disclosure.

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SECTION 1 – INTRODUCTION

The Boston Public Health Commission (BPHC) is the local public health department for the City of Boston. BPHC's mission is to protect, preserve, and promote the health and well-being of all Boston residents, particularly the most vulnerable.

BPHC is seeking a strategic partner to provide professional services to implement ServiceNow IT Service Management platform. This system will include Service Desk, Change Management, IT Asset Management and HR Service Delivery modules.

The new platform will replace our current HelpDesk application, as well as adding Asset management and HR Service Delivery capabilities. The goals of this project include the following.

- Improve usability – An intuitive and easy platform for users to interact with
- Increase efficiency – Gather better information from users regarding the nature of their issue or request to save time for service teams.
- Consolidate multiple service desk teams and processes into a single tool
- Flexibility to create new modules and services to suit the needs of different business functions and the people they serve.
- Minimize time for implementation and configuration
- Have the ability to measure common Key Performance Indicators (KPIs) including response time, time to resolution, customer satisfaction, and self-service knowledge adoption

BPHC is looking for a ServiceNow implementation partner who has demonstrated expertise building solutions for clients with similar goals, context, and requirements. We seek a collaborative team focused on customer and user experience who can meet us where we are, and who can complement, challenge, and evolve our skills for this project.

SECTION 2 – INSTRUCTIONS TO RESPONDERS

Steps for Completing Your Response	Follow the steps below to complete your response to this RFP: Step 1: Read the solicitation document and ask questions, if any Step 2: Write your response Step 3: Sign and submit your response
Incomplete Submittals	A proposal must be submitted along with any required additional documents. Incomplete proposals that materially deviate from the required format and content may be rejected.

STEP 1 – READ THE SOLICITATION DOCUMENT & ASK QUESTIONS, IF ANY

How to Ask Questions	The Information Technology Services contact email address for questions is: Email: ITSRFP@bphc.org & RFR@bphc.org Questions must be emailed to ITSRFP@bphc.org & RFR@bphc.org by 5PM EST. Other personnel are not authorized to answer questions regarding this RFP.
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STEP 2 – WRITE YOUR RESPONSE

Request for Proposals	The RFP starts in Section 3. Insert your response to the questions as asked or provide content as requested. By signing this response, your firm is making a legal, binding offer for a contract to provide services to the Boston Public Health Commission.
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STEP 3 – SIGN & SUBMIT YOUR RESPONSE

Response Submission Deadline	Responders should email their responses. Mailed responses must be received no later than 5:00 p.m., Eastern Time, emailed responses must be received by the same date and time at: RFR@bphc.org & ITSRFP@bphc.org .
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SECTION 3 - PROJECT INFORMATION

A. Description of Project

BPHC is requesting proposals to provide professional services to implement ServiceNow IT Service Management. This system will include Service Desk, Change Management, IT Asset Management and HR Service Delivery modules. It will provide an integrated platform to allow BPHC staff to submit tickets, service requests and change requests. In addition, it will provide the ability to create workflows, reports and

dashboards. The ITSM platform will give employees a modern, integrated way to interact with ITS, Operations and HR using any device. It will enable self-service and collaboration, allowing users to request items or services, and get automated status updates.

B. Scope of Work

The objective of this project is to assist BPHC in implementing the ServiceNow platform, inclusive of ITSM, HR Service Delivery, and Enterprise Asset Management as a phased approach. The chosen partner will provide technical leadership and expertise for the ServiceNow platform by designing, configuring, testing, and deploying features that satisfy the business requirements for the identified service areas, while ensuring the continuity of existing services. We seek an implementation partner with a collaborative team focused on customer and user experience.

The following are the functional requirements for the BPHC ServiceNow platform.

1. Service Desk Solution

- Web-based self-service ticket creation
- Provide SSO for user logins
- Handle service requests, inquiries and incidents
- Automatic assignment of tickets to appropriate team
- Link to Asset management where necessary
- User friendly, intuitive ticket creation using AI capabilities to assist in categorizing and assigning tickets
- Designed for users of all technical levels
- Ability for agents to create tickets by email
- Communicate with users by email to provide status updates
- Allow users to check the status of their tickets at any time
- Ability to link related tickets
- Advanced search criteria
- Enterprise-grade security to protect sensitive information
- Mobile-friendly
- CMDB (Configuration Management Database) Service Catalog

- **Ability to build similar service desk platforms for both ITS and Operations (Facilities)**

2. Change Management

- Change request creation and tracking
- Include types of changes: Emergency, Standard and Normal
- Workflows for approval process
- Voting to approve changes
- Link to Asset management
- Automated alerts

3. Business Intelligence and Reporting

- Provide performance analytics and reporting tool

- Ability to create custom reports and provide metrics such as volume and completion time for different types of incidents and requests
- Allow certain users to generate their own ad-hoc reports
- Configured dashboards for users

4. Workflow designer

- Ability to build and manage complex workflows without coding
- Build processes such as onboarding, offboarding and approvals
- Easily configurable

5. IT Asset management

- Integration with SCCM
- Configuration Item (CI) support to track applications, licenses and hardware assets
- Link assets with tickets, service requests and change requests
- Asset inventory reports and analytics
- Monitor IT assets throughout their lifecycle

6. Asset Management for the Office of Public Health Preparedness (OPHP)

- Configuration item support to track supplies such as PPE
- Asset inventory reports and analytics
- Monitor OPHP assets throughout their lifecycle

7. HR Service Delivery

- Increase self-service with simple access to resources and information
- Handle service requests and inquiries
- Automate onboarding and other routine HR tasks
- Employee portal
- Agent workspace
- Ensure all employee data is kept safe

8. Knowledge base

- Knowledge article creation and revision
- Allow users to browse common questions and solutions
- Suggest fixes a user can attempt before creating a ticket
- Well-organized and searchable
- ITS staff will have the ability to easily create and edit articles
- Promote continuous improvement for self-service resources

9. Integrations

- AD integration with Single Sign On
- Outlook integration to allow ticket creation by email
- SCCM integration
- Microsoft Teams

10. Security/Roles

- Role based access control
- Administrator role for entire platform
- Administrator role for service area (ITS, HR, Operations, OPHP)
- Agent role in service area – approximately 60 users from ITS, HR, Operations and OPHP
- Staff role for all users (approximately 1300 employees)
- Protect sensitive information

11. Integration with the City of Boston's DoIT ServiceNow instance

ServiceBridge - We would like the ability to create tickets in the ServiceNow portal for The Department of Innovation and Technology (DoIT) for the City of Boston. Conversely, DoIT should also have the ability to create tickets in the BPHC ServiceNow portal.

Implementation approach

We are looking for a partner to learn about our current service delivery methods, suggest how we could improve using the ServiceNow platform, and deliver the platform that provides the best user experience. This workstream should combine your expertise from previous ITSM engagements, while considering factors from our teams' current configuration of existing practices, collaboration methods, and readiness to adopt a different tool.

The implementation approach should balance scale and value for our stakeholders throughout the engagement. We expect that the selected implementation partner will communicate, plan, and deliver using an Agile methodology; we want to use sprint cycles, backlog refinement, and demonstrations to continually align on requirements, solution design, and rollout strategy. Our teams are comfortable collaborating with a hybrid partner team that meets all living wage requirements, with live conversations happening between the hours of 9am-5pm ET.

The project will implement best practices in organizational change management. This would include training and strategic, targeted communications for our technical and business users throughout the project, leveraging documentation, review, and acceptance testing in your processes. Selected groups of end users should also be engaged at appropriate times during the project to solicit user experience feedback.

Platform Configuration

The chosen partner will provide technical leadership and expertise for the ServiceNow platform implementation by designing, configuring, testing, and deploying features that satisfy the business requirements for the service areas identified, while ensuring the continuity of existing services.

Training

The chosen partner will assist BPHC in training ITS, HR, Operations and OPHP staff, administrators and selected end users in the use of the new platform. This could include recommending which ServiceNow NowLearning materials should be assigned to which type of users and at what point in the project, so that users are trained incrementally as functionality is rolled out. Ensure a group of key internal ITS staff are trained to support other users. Provide supplemental training materials (to complement ServiceNow NowLearning content) to new users.

Expected Deliverables

a. Training Plan

- Recommend a role-based training path for future staff onboarding.
- Engage with business stakeholders to build awareness of overall capabilities, features, and functionality.

a. **Adoption Strategy and Success Metrics:** provide content and recommendations that will promote user engagement and adoption; ensure KPIs are defined to measure success in addition to a method of gathering feedback from users at all levels: technical, business, and end user.

b. **UAT Support:** provide content that will support user acceptance testing; recommended structure to verify functionality meets our requirements, and instructions for how to provide feedback.

c. **Work Instructions for Operational Tasks:** step-by-step documentation (e.g., standard operating procedures) to accompany platform guidelines and standards; e.g., how to create a knowledge base article may have the steps to create the article along with information on how to identify the appropriate taxonomy and ensure it is correctly branded.

Post Go-Live Support

The chosen partner will provide on-demand technical assistance and feedback for a period of 1-3 months.

C. Desired Skills and Certifications

Proposers must possess the following qualifications for each role and assignment as indicated:

- An in-depth knowledge of ServiceNow ITSM Service Desk, Change Management, IT Asset Management and HR Service Delivery modules.
- An established successful track record providing ServiceNow implementations similar in scope and function to that outlined in the Scope of Work
- Effective communication and project management skills to keep tasks moving forward in the most expedient manner possible, while at the same time being able to clearly explain issues, solutions and best practices to BPHC staff.
- Must be a certified ServiceNow Elite Partner
- Must follow Now Create methodology

D. Response Evaluation

Responses will first be reviewed to confirm compliance with the qualifications identified above. Responses that meet all the qualifications will be further evaluated in accordance with the following:

Factors	Percentage
Qualifications	30%
Approach to Project	30%
Cost *	40%

*Proposals will be evaluated on “best value”. The cost proposal will not be opened by the review committee until after the qualification points are awarded.

All responses received by the deadline will be evaluated by representatives of the Boston Public Health Commission. Proposals will first be reviewed for responsiveness to determine if the minimum requirements have been met.

Proposals that fail to meet minimum requirements will not advance to the next phase of the evaluation. BPHC reserves the right, based on the scores of the proposals, to create a short-listing of vendors who have received the highest scores to interview, or conduct demonstrations/presentations. BPHC reserves the right to seek the best and final offers from one or more Responders.

SECTION 4 – VENDOR RESPONSE

INSTRUCTIONS: Fill in the information requested below.

1. Responder Contact Information

2. Qualifications

Please explain why your organization is best suited to manage this RFP. An ideal answer will include the following information:

- What services your organization provides
- How long your organization has been providing these services
- Your organization's strategy
- Any relevant awards your team has received
- Motivation for working with our team and this project
- Number of implementations of ServiceNow ITSM, HRSD and Asset Management

3. Approach to Project

Describe your overall approach to do the work. An ideal answer will include the following information:

- Aspects of your standard approach that match our needs
- How you would adapt your expertise to meet our specific context, and why
- Details about how you would create the requested deliverables, examples include:
 - your discovery methods
 - how you collect and document specifications
 - your training and adoption philosophy
 - your development practices
- How you balance requirements scope against planned budget, so that your clients' expectations around cost and outcomes are effectively managed.
- Strategic insight into our path forward

4. Your Team

Tell us about your team, how you will be organized, and your teams' qualifications.

Qualification details should include staff roles in your company, the length of their work experience, areas of expertise, and the address of their assigned office.

Resumes, no more than two pages per individual, may be included.

Where you are unable to provide names of staff for the project, please indicate:

- Minimum certifications to be represented on the team
- Estimated allocation of staff to the project (or maximum number of projects per person)
- Other details as available (i.e., team organization structure)

5. References

- References are from projects that have shared similarities to this scope, which are clearly explained
- There is overlap between the example projects for prior experience and the references provided
- Reference contacts provide information that is supportive and aligned to what is provided in the proposal

6. Alterations or Additions to the BPHC Terms & Conditions

If you wish to take an exception to the BPHC’s Terms and Conditions (see Section 5), please indicate that below and attach any appropriate documentation.

- None
- See attached document detailing proposed alterations and/or additions to the BPHC’s terms and conditions.

SECTION 5 – COST PROPOSAL

Follow the instructions below when completing your Cost Proposal.

Responder must submit a cost proposal that details a list of all deliverables and a corresponding cost for the performance of each deliverable. Detail the number of hours estimated to complete each deliverable and all hourly rates utilized and calculate the total of each deliverable.

Deliverable	Hours	Rate	Total
ITSM			
ITAM			
HR Service Delivery			
OPHP Asset Management			
Training			