Request for Proposal for ServiceNow ITSM_9-19_JKR

Date of Release: September 3, 2019

Table of Contents

1. General Information

1.1. Request for Proposal (RFP) Objective

ERCOT is seeking an Information Technology Infrastructure Library (ITIL) compliant enterprise-wide Information Technology Service Management (ITSM) solution to support over 800 employees.

ERCOT currently utilizes a variety of commercial and self-developed applications to manage Information Technology services and processes. ERCOT seeks an implementation partner to deploy ServiceNow to meet our needs for ITSM. ERCOT also seeks to purchase the ServiceNow software.

The implementation vendor shall be able to deploy ServiceNow and provide integration services which meet ERCOT's defined business requirements. The implementation vendor shall assist in helping ERCOT progress towards greater organizational maturity in ITSM for ERCOT through a thoughtful implementation of ITIL best practices.

1.2. ERCOT Background

1.2.1. Overview of Electric Reliability Council of Texas, Inc.

The Electric Reliability Council of Texas (ERCOT) manages the flow of electric power to 24 million Texas customers, representing about 90 percent of the state's electric load. As the independent system operator for the region, ERCOT schedules power on an electric grid that connects more than 46,500 miles of transmission lines and 570+ generation units. ERCOT also performs financial settlement for the competitive wholesale bulk-power market and administers retail switching for 7 million premises in competitive choice areas. ERCOT is a membership-based 501(c)(4) nonprofit corporation, governed by a board of directors and subject to oversight by the Public Utility Commission of Texas and the Texas Legislature. Additional information about ERCOT can be found at http://www.ercot.com/.

1.3. Strategic Elements

1.3.1. Contract Term

ERCOT intends to award a contract resulting from this solicitation for an initial term from date of award as necessary to fulfill the goals of this Request for Proposal (RFP).

Any contract issued as a result of this solicitation is subject to cancellation, without penalty, either in whole or in part, for breach of contract. Such a contract may also be canceled by ERCOT for convenience upon a thirty- (30) day written notice.

1.3.2. Contract Elements

The term “contract” means the contract was awarded as a result of this RFP and all exhibits attached hereto. At a minimum, the following documents will be incorporated into the contract: this RFP and all attachments and exhibits; any modifications, addendum, or amendments issued in conjunction with this RFP; and the successful Respondent’s proposal. The Respondent, if selected, must execute ERCOT’s Master Agreement. The actual work to be performed and the compensation for such work will be documented in a Statement of Work. If the Respondent currently has an active Master Agreement with ERCOT, only a new Statement of Work will be required.

1.4. Basic Philosophy: Contracting for Results

ERCOT’S fundamental commitment is to contract for value and successful results. A successful result is denoted as the generation of defined, measurable, and beneficial outcomes that support ERCOT’s missions, objectives, and goals, and satisfies all defined contract requirements.

1.5. Legal and Regulatory Constraints

1.5.1. Conflicts of Interest

ERCOT seeks to ensure a level playing field in the award of the contract. ERCOT has implemented an aggressive policy concerning actual or potential conflicts of interest to ensure fair and open competition, and has included language concerning actual and potential conflicts of interest in Section 8 of the Master Agreement. Respondents must carefully review and understand this language when developing proposals.

1.5.2. Former Employees of ERCOT

The Respondent must disclose any past employment of its employees and agents, or its Subcontractors’ employees and agents, by ERCOT, including the individual’s name and the date such individual’s employment at ERCOT ended.

1.5.3. Interpretive Conventions

Whenever the terms “shall,” “must,” “or “is required” are used in this RFP in conjunction with a specification or performance requirement, the specification or requirement is mandatory for the potential vendor. ERCOT may, at its sole discretion, reject any proposal that fails to address or meet any mandatory requirement set forth herein.

Whenever the terms “can,” “may,” or “should” are used in this RFP in conjunction with a specification or performance requirement, the specification or performance requirement is a desirable, but not mandatory, requirement.

1.6. ERCOT Point of Contact

The sole point of contact for inquiries concerning this RFP is:

Jana Richardson

2705 West Lake Drive
Taylor, Texas 76574
jrichardson@ercot.com

All communications relating to this RFP must be directed to the specified ERCOT contact person. All other communications between a Respondent and ERCOT staff concerning this RFP are prohibited. Failure to comply with this section may result in ERCOT's disqualification of the proposal.

1.7. Procurement Timeline

Procurement Timeline	
RFP Release Date	Tuesday, 9-3-19
Optional Notice of Intent to Propose Due	Friday, 9-6-19
Vendor Questions Due	Tuesday, 9-10-19
Response to Vendor Questions Sent	Monday, 9-16-17
Vendor Proposals Due	Friday, 9-30-19
Vendor Presentations (if needed)	Week of 10-28-19
Anticipated Contract Award	December 2019
Anticipated Contract Start Date	February 2020

1.8. Communications Regarding This Procurement

ERCOT reserves the right to amend this RFP at any time prior to the proposal submission deadline. Any changes, amendments, or clarifications will be made in the form of responses to vendor questions, amendments, or addendum issued by ERCOT and sent to the point of contact listed on the Notice of Intent to Propose. Vendors not submitting the Notice of Intent to Propose will not receive changes, amendments, or answers to questions regarding this RFP.

1.9. RFP Cancellation/Non-Award

ERCOT reserves the right to cancel this RFP or to make no award of a contract pursuant to this RFP.

1.10. Right to Reject Proposals

ERCOT may, in its discretion, reject any and all proposals submitted in response to this RFP.

1.11. No Reimbursement for Costs of Proposals

ERCOT will not reimburse any Respondent for costs of developing a proposal in response to this RFP.

2. Scope and Requirements

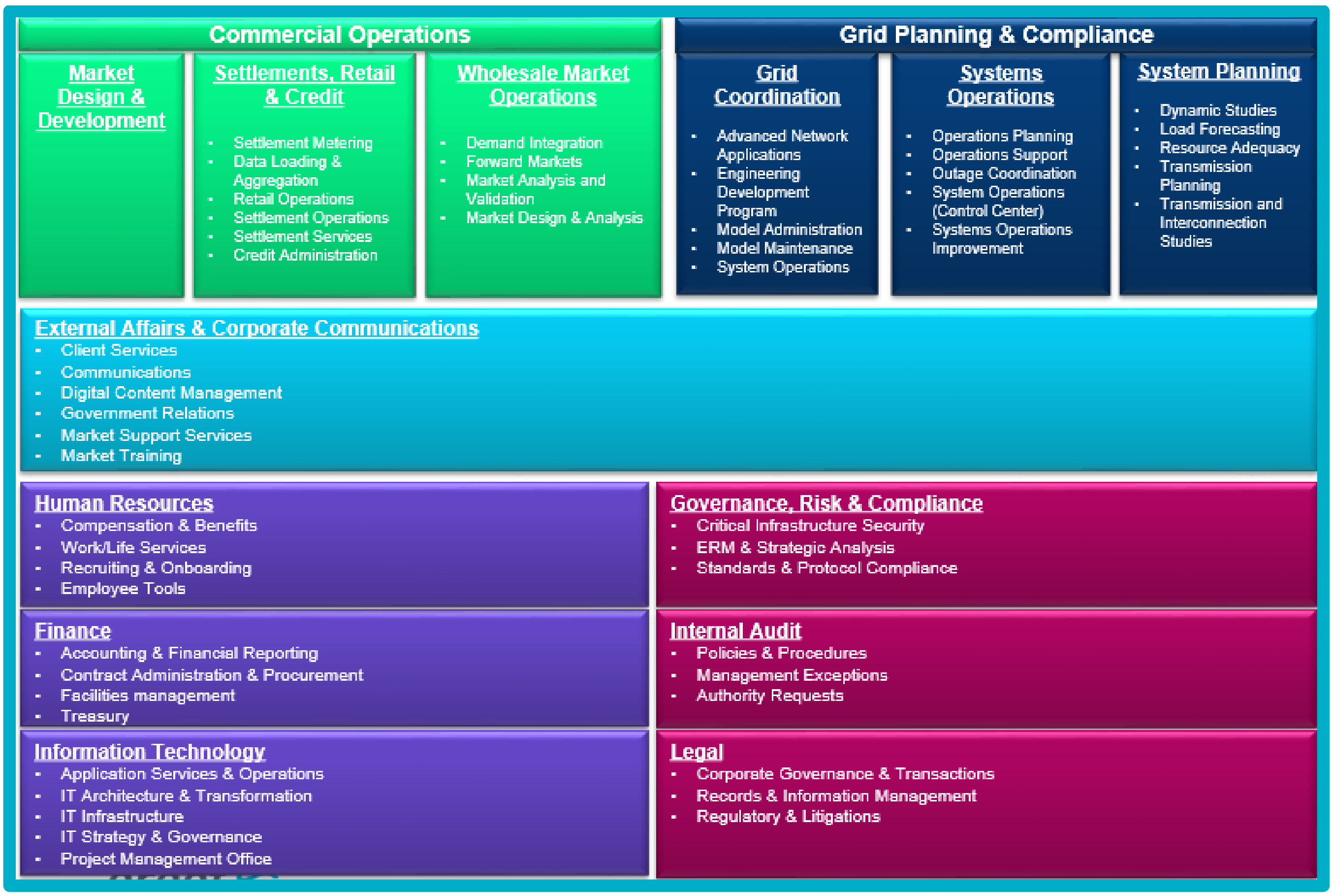
2.1. Project Scope Overview

ERCOT has selected Service Now ITSM as its provider for Service Management capabilities. Our plan is to procure and deploy Incident and Problem Management components of the ITSM module for the project

2.2. Business Organizational Structure

ERCOT's business is divided into 9 different areas however, our core business systems that manage ERCOT's mission are Commercial Operations, Grid Planning and Compliance.

Below is a high level depiction of ERCOT's organizational model.



2.3. Information Technology Organizational Structure

The ERCOT Information Technology department is currently divided into five major functional areas which include Application Services, Infrastructure Services, IT Architecture, IT Strategy and Governance and IT Operations.

2.4. ERCOT IT Service Management Journey

As part of the journey to improve processes, ERCOT has adopted ITIL and trained information technology resources to utilize this framework to optimize IT processes. This is an ongoing journey and the desire is to leverage an IT Service Management suite to further optimize this effort.

2.5. IT Service Management Vision for ERCOT

Today, ERCOT has a number of tools deployed which service the capabilities of IT Service Management; including a number of custom integrations and disparate systems which do not communicate with each other.

ERCOT's most immediate vulnerability is optimizing the Service Desk, Incident Management and Problem Management system which resides on an unsupported application. ERCOT would like to focus on mitigating this risk quickly.

2.6. Goals and Objectives to be Achieved with ServiceNow Incident and Problem Management Software

- Implement a Service Desk solution that will act as a "front door" for all service requests
- Implement an ITSM solution that will allow for a single Incident Management workflow for all ERCOT events and incidents
- Implement a problem management solution that correlates incidents and events
- Correlations shall happen with incidents or events, not just problems
- Enable a service catalog where current work underway can be instantiated in the ITSM Platform
- Create a common repository for all institutional IT knowledge that is easily accessible and readily available
- Track and manage the full lifecycle of all IT assets and configurations
- Provide seamless integration among ITSM processes and key existing data sources
- Implement a tool that assists the entire organization in IT process maturation as it relates to the ITIL framework
- Implementation shall include reporting for compliance needs
- Implementation shall provide a Major Incident Process
- ServiceNow shall be the System of Record (SOR) for ERCOT incidents as well as for ERCOT software and technology assets in our data centers.
- Architecture tooling (such as Orbus iServer, Mega, Troux, etc.) shall have access to the SOR, so interfaces to assets managed in ServiceNow should be made available.
- ERCOT shall own all of the incident data collected in the solution. If the contract is terminated early for any reason, the vendor shall provide an agreed-upon means by which ERCOT can extract data.

2.7. Product Scope

In order to be considered by the ERCOT evaluation team, the vendor shall at a minimum implement the following ServiceNow Incident and Problem Management components for 200 users:

- Incident Management
- Problem Management
- Knowledge Management
- Service Catalog
- Service Levels

2.8. Deliverables

2.8.1. Project Management (Core Requirement)

- Vendor is to provide a Project Manager to serve as single point of contact and coordinate all tasks with the ERCOT Project Manager
- Vendor Project Manager is to develop project schedule and plans
- Vendor Project Manager is to provide quality assurance and oversight for all vendor services
- Vendor Project Manager is to identify and schedule Vendor resources to meet project deliverables and timelines
- Vendor Project Manager is to provide a detailed implementation plan, with the expectation to use Agile/Dev Ops model with 2-3 week sprints.
- Vendor Project Manager is to provide status reports including, but not be limited to, work completed, work underway, upcoming planned work, scheduled changes and delays
- Project manager and any Tech team must be U.S. resources

2.8.2. ITSM Implementation Design and Planning (Core Requirement)

- Detailed design documents and diagrams for all components of ServiceNow
- Recommendation on best approach for process implementation
- Recommendation on ERCOT personnel required to support the system
- Recommended conversion and migration approach (e.g., from various currently implemented solutions to ServiceNow
- Recommended test plans and procedures
- Standard Operating and Desktop Procedures
- Recommended best business practices for use of the ITSM solution
- Product documentation
- Goal is to design for out of the box with limited/no customization

2.8.3. ITSM System Implementation Services (Core Requirement)

- Setup and configuration of all integrations fully supported in the current release of the product including, but not limited to Active Directory, single sign-on and multi factor authentication utilizing DUO.

- Provide support staff during configuration acceptance tests
- The creation and execution of Automated Test Cases as defined by the recommended test plans

2.8.4. Consulting/Professional Services (Optional)

- Technical consulting and development of system integrations
- Technical consulting services on integrations with external systems (e.g., web services, external workflow, etc.)
- Process design and improvement

2.8.5. Training (Core Requirement)

- The selected Vendor shall provide all technical, operational, and administrative knowledge transfer required for ERCOT personnel to successfully conduct activities related to the deployed solution
- Technical training materials and classes including both onsite and distance/online delivery
- End user training materials and classes including both onsite and distance/online delivery

2.8.6. Support (Core Requirement)

- Ongoing application maintenance and support
- Warranty support for all system software
- A detailed Service Level Agreement (SLA) as agreed upon by both ERCOT and the selected vendor. Respondents are encouraged to provide standard SLA options for ERCOT's review.

2.8.7. Product Vendor Requirements

The Vendor must indicate how the proposed solution will comply with the following functional specifications. Provide answers to the following questions as they relate to the CURRENT release of the product. If this functionality is planned for a future release, enter the expected date for each question under the functional specification is the comments section in the Excel document.

Addendum A – IT Service Management Requirements Response Template

2.9. Vendor Delivery Requirements

Based on the phased scope provided, vendor should provide a recommended implementation schedule and milestone approach which should include training and change management approaches. This approach should correlate with your pricing approach in section 3.9.2.

3. General Instructions and Requirements

3.1. Notice of Intent to Propose

A prospective vendor may submit a Notice of Intent to Propose to the ERCOT Point of Contact identified in **Section 1.6** no later than 5:00PM Central Time on **the date listed in the Section 1.7 Procurement Timeline.** The Notice of Intent should consist of an email stating that the prospective vendor intends to submit a proposal for this procurement. **Only vendors who submit a Notice of Intent to Propose will receive the answers to questions from all vendors, and/or any clarifications, amendments, and addenda to the RFP.** Vendors who provide a Notice of Intent are not obligated to submit proposals after submitting the Notice of Intent, but must submit a response to be considered for an award.

3.2. Vendor Questions and Comments

All questions and comments regarding this RFP must be submitted electronically to the email address contained in **Section 1.6**. All questions must reference the appropriate RFP page and section number. In order to receive a response, vendor questions and comments must be received no later than the deadline set forth in **Section 1.7**. Inquiries received after the due date may be reviewed by ERCOT but will not receive a response. Answers to vendor questions will be emailed to the point of contact listed on the Notice of Intent to Propose. A Respondent must inquire in writing as to any ambiguity, conflict, discrepancy, exclusionary specification, omission, or other error in this RFP prior to submitting a proposal. If a Respondent fails to notify ERCOT of any error, ambiguity, conflict, discrepancy, exclusionary specification, or omission, the Respondent shall submit a proposal at its own risk and, if awarded the contract, shall have waived any claim that the RFP and Master Agreement were ambiguous and shall not contest ERCOT's interpretation. If no error or ambiguity is reported by the deadline for submitting written questions, the Respondent shall not be entitled to additional compensation, relief, or time by reason of the error or its later correction.

ERCOT reserves the right to amend answers prior to the proposal submission deadline.

3.3. Modification or Withdrawal of Proposal

Proposals may be withdrawn from consideration at any time prior to the award of contract. A written request for withdrawal must be made to the ERCOT Point of Contact (**Section 1.6**).

A Respondent has the right to amend its proposal at any time and to any degree by written amendment delivered to the ERCOT Point of Contact prior to the proposal submission deadline. ERCOT reserves the right to request an amendment to any part of the proposal during negotiations.

3.4. News Releases

A Respondent may not issue press releases or provide any information for public consumption regarding its participation in this procurement without specific prior written approval of ERCOT.

3.5. Incomplete Proposals

ERCOT may reject without further consideration any proposal that is not completely responsive to this RFP.

3.6. ERCOT Use of Vendor Ideas

ERCOT reserves the right to use any and all ideas presented in any proposal that are not the Respondent's proprietary information and so designated in the proposal. The Respondent's proprietary materials do not include information that:

- is already published or available to the public, or subsequently becomes available;
- is received from a third party who, to ERCOT's knowledge, is not in breach of any obligation of confidentiality; or
- is independently developed by personnel or agents of ERCOT without reliance on the Respondent's proprietary materials.

3.7. Additional Information

By submitting a proposal, the Respondent grants ERCOT the right to obtain information from any lawful source regarding: (i) the past business history, practices, conduct, and ability of a Respondent to supply goods, services, and deliverables; and (ii) the past business history, practices, conduct, and ability of the Respondent's directors, officers, and employees. ERCOT may take such information into consideration in evaluating proposals.

3.8. Instructions for Submitting Proposals

3.8.1. Submission

Submit all copies of the proposal to the ERCOT Point of Contact no later than **2:00 p.m. Central Time on the submission deadline** (see **Sections 1.6 and 1.7**). The proposal must be signed by an authorized representative of the Respondent and submitted electronically via email—the file must not exceed 20MB. If this size restriction cannot be met, multiple emails may be sent, but the Respondent must indicate how many emails ERCOT should anticipate (i.e., "email 1 of 3"). ERCOT reserves the right to disqualify late proposals.

3.8.2. Additional Requirements

All proposals must be:

- clearly legible;
- sequentially page-numbered;
- organized in the sequence outlined in **Sections 3.9 and 3.9.1**;
- limited to 50 pages (excluding ERCOT required forms);
- responsive to the requirements of this RFP; and
- Proposals should include the Respondent's name at the top of each page, and should not include unrequested materials or pamphlets.

3.9. Format and Content

The proposal must consist of two separate parts and must be sent in two separate attachments:

Part 1 – Business Proposal
Part 2 – Cost Proposal

3.9.1. Part 1 – Business Proposal

The Business Proposal must include the following sections:

- *Section 1 – Transmittal Letter*
- *Section 2 – Executive Summary*
- *Section 3 – Corporate Background and Experience*
- *Section 4 – Methodology and Services Approach*
- *Section 5 – Assumptions*
- *Section 6 – Appendices*
- *Section 7 – Vendor Information and Other Required Forms*

Section 1 – Transmittal Letter
Respondents must include a transmittal letter printed on official company letterhead. The letter must be signed by an individual authorized to legally bind the Respondent.

The transmittal letter must include:

1. Disclosure of all pending, resolved, or completed litigation, mediation, arbitration, or other alternate dispute resolution procedures involving the Respondent (including Subcontractors) and its client(s) within the past 24 months.
2. Disclosure of all affiliations with, or ownership relationships with, any ERCOT Market Participant or its affiliates.
3. A description of any personal or business interest that may present an actual, potential, or apparent conflict of interest with the performance of the contract and an explanation of how the Respondent can assure ERCOT that these relationships will not create an actual conflict of interest.
4. A list of key personnel previously employed by ERCOT in accordance with the requirements of Section 1.5.2.
5. A complete list of all exceptions, reservations, and limitations to the terms and conditions of the RFP.
6. Signed copies of the Professional Services Agreement, NDA, IRS W-9, and Vendor Information Form, located here: http://www.ercot.com/about/procurement/index.html.
7. Additionally, if the nature of this RFP solicitation involves an Information Technology purchase, please review and acknowledge the "Cyber Security Requirements" document, also located here: http://www.ercot.com/about/procurement/index.html.
8. If proposing a SaaS solution, the Respondent must include a copy of a SOC 2 (type 2) audit report, or equivalent (ISO 27001 certification proof).
9. Please also address the following Records and Information Management (RIM) RFP questions:
    1. Does the solution include an application that will generate electronic information to be saved or stored within such application, whether hosted off-site or within ERCOT's current IT infrastructure?
        - If YES, proceed to question 2.
        - If NO, no further questions are required as this does not pose any RIM Program concerns.

2. Does the solution utilize proprietary electronic document formats?
    - If YES, provide additional detail for RIM evaluation (format(s) and access requirements).
    - If NO, provide additional detail for RIM evaluation (format(s)).
3. Can the product meet ERCOT's RIM program requirements[1] for records and information generated or stored by the system including destruction at the end of their lifecycle?
    - If YES, provide additional detail for RIM evaluation.
    - If NO, initiate additional discussion.

Section 2 – Executive Summary
In this section, the Respondent should condense and highlight the content of the Business Proposal to provide ERCOT with a broad understanding of the Respondent's approach to meeting ERCOT's objectives for this procurement.

Section 3 – Corporate Background and Experience

Respondent's Background and Experience
This section details the Respondent's corporate background and experience. If the Respondent proposes to use Subcontractor(s), it must describe any existing ongoing relationships with such Subcontractor(s), including project descriptions. The section should include the following information:

- respondent's full organization, company, or corporate name
- headquarters address
- type of ownership (e.g., partnership, corporation)
- if the Respondent is a subsidiary or affiliate and the name of the parent organization
- state where the Respondent is incorporated or otherwise organized to do business
- federal taxpayer identification
- name and title of person who will sign the contract
- name and title of person responsible for responding to questions regarding the proposal, with telephone number, facsimile number, and email address

Describe the Respondent's corporate background as it relates to projects similar in scope and complexity to the project described in this RFP.

If the proposal includes the use of Subcontractors, include a similar description of the Subcontractor's corporate background.

Include at least three (3) references for projects performed within the last five (5) years that demonstrate the Respondent's ability to perform the required RFP services. Include contract dates and contact parties, with address, telephone number, and email, if available. If the work was performed as a Subcontractor, the Respondent must describe the scope of subcontracting activities.

[1] RIM program requirements include purging records and non-record information based on current business requirements and the retention requirements found in ERCOT's Records Retention Schedule.

Key Personnel
Identify and describe the Respondent's proposed labor skill set and provide resumes of all proposed key personnel (as defined by the Respondent). Resumes must demonstrate experience germane to the position proposed. Resumes must list any relevant professional designations for key personnel identified by Respondent. Resumes should include work on projects cited under the Respondent's corporate experience, and the specific functions performed on such projects.

Section 4 – Methodology and Services Approach
Describe the Respondent's methodology for providing the deliverables identified in Section 2. Include a proposed project schedule, illustrating start and finish dates of the terminal and summary elements identified in Section 2 or proposed by the vendor.

Section 5 – Assumptions
State any business, economic, legal, or practical assumptions that underlie the Respondent's Business Proposal.

Section 6 –Appendices
Include any appendices to the Respondent's Business Proposal.

Section 7 – Vendor Information and Other Required Forms
Respondents must complete the following required forms:

- Nondisclosure Statement
- All Respondents must provide a completed Vendor Information Form along with the proposal, except for current ERCOT suppliers who have an active Master Agreement with ERCOT or who have completed the VIF within the last six (6) months.
- If the anticipated contract value with ERCOT is equal to or >$250,000.00, the Respondent must include the two (2) most recent two (2) years' audited financial statements (include unaudited statements if supplier is unaudited). Publically-held companies must include or provide a link to the most recent Forms 10-K and 10-Q filings.

3.9.2. Part 2 – Cost Proposal

The Cost Proposal must be based on the Scope of Work described in Section 2. This section should include any business, economic, legal, or practical assumptions that underlie the Cost Proposal. Respondents may separately identify cost-saving and cost-avoidance methods and measures and the effect of such methods and measures on the Cost Proposal and Scope of Work.

Respondents must utilize the Cost Proposal table format listed below for submitting a Cost Proposal.
However, Respondents may propose optional cost proposals if such proposals are more cost effective (i.e., time and materials cost structure, etc.) for ERCOT.

In response to this RFP, suppliers are encouraged to identify each milestone or deliverable and the associated payment value required to deliver the scope of work described herein. Milestones should be broken out into phases to match the implementation phases described above. In addition, milestones tied to optional items above should be identified as optional milestones. ERCOT reserves the right to choose which optional milestones are delivered.

In the future, ERCOT may consider additional ServiceNow modules. Respondents must provide the discounted licensing costs for all ServiceNow's additional modules. If specific pricing cannot be provided, respondent shall, at a minimum, provide a guaranteed discount percent level off list. In addition, please provide the hourly rate and/or rate card for any future Professional Services. Respondents must confirm that these licenses and professional service rates can be locked in for at least a three (3) year period.

ERCOT may choose to buy these additional licenses, products, and services from the awarded supplier of this RFP or conduct a future RFP.

Cost Proposal		
Cost not included in Respondent's pricing proposal to ERCOT are the sole responsibility of the Respondent. Project Deliverables and Costs	Estimated Number of Hours to Complete	Total Cost
Deliverable 1: ServiceNow Incident and Problem Management software for 200 users as defined in Section 2.7 and 2.6.	NA	$0.00
Deliverable 2 – Project Management as defined in Section 2.8.1 and 2.6	XX	$0.00

Deliverable 3 – ITSM Implementation Design and Planning as defined in Section 2.8.2 and 2.6	XX	$0.00
Deliverable 4 – ITSM System Implementation Services as defined in Section 2.8.3 and 2.6	XX	$0.00
Deliverable 5 – Training as defined in Section 2.8.5 and 2.6	XX	$0.00
Deliverable 6 – Support as defined in Section 2.8.6 and 2.6	XX	$0.00
Deliverable 7 – Consulting/Professional Services as defined in Section 2.8.4 (Optional)	XX	$0.00
Deliverable 8 – Software Pricing for all other ServiceNow modules as defined above in Section 3.9.2	XX	$0.00
Deliverable 9 – hourly rate and/or rate card for any future Professional Services as defined above in Section 3.9.2	XX	$0.00
	TOTAL FIXED COST:	$0.00

3.9.3. Multiple Responses

A Respondent may submit more than one proposal, including a joint proposal with one or more Respondents.

3.10. Joint Proposals

Two or more companies may join together and submit a joint proposal in response to this RFP. A joint proposal must completely define the responsibilities each company proposes to undertake. Also, the joint proposal must designate a primary Respondent who will be responsible for the delivery of all goods, services, and requirements as specified in the RFP, and a single authorized official from the primary Respondent to serve as the sole point of contact between ERCOT and the joint proposers. Any contract resulting from a joint proposal must be signed by an authorized agent or officer of each company. Each company included in the submission of a joint proposal will be jointly and severally liable during the term of the contract.

4. Evaluation

4.1. Evaluation of Proposals

ERCOT will select the successful vendor through an internal evaluation process. ERCOT will consider capabilities or advantages that are clearly described in the proposal, which may be confirmed by oral presentations, site visits, or demonstrations, if required, and verified by information from reference sources contacted by ERCOT. ERCOT reserves the right to contact individuals, entities, and organizations that have had dealings with the Respondent, or staff proposed for this effort, whether or not identified in the proposal.

4.2. Evaluation Criteria

The primary criteria for evaluating the proposals as they relate to this RFP are:

1. the vendor's responsiveness to ERCOT's RFP
2. the vendor's experience and qualifications
3. the vendor's ability to meet the scope and requirements set forth in Section 2
4. the vendor's fees, cost structure, and best value to ERCOT

4.3. Oral Presentations and Site Visits

ERCOT may, at its sole discretion, request oral presentations, site visits, and/or demonstrations from one or more Respondents. ERCOT will notify selected Respondents of the time and location for these activities, and may supply agendas or topics for discussion. ERCOT reserves the right to ask additional questions during oral presentations, site visits, and/or demonstrations to clarify the scope and content of the written proposal, oral presentation, site visit, or demonstration.

4.4. Discussions with Respondents

ERCOT may, but is not required to, conduct discussions and negotiations with all, some, or none of the Respondents for the purpose of obtaining the best value for ERCOT.

5. ADDENDUM A

Respondents must use the Excel Document: Addendum A - IT Service Management Requirements Response Template to acknowledge their Understanding of and ability to meet all requirements below

5.1. Incident Management Requirements

The following are a list of Incident Management requirements for this project.

	Incident Process
IM-001	Ability to manage and maintain multiple assignments for each open Incident. (i.e., parent/child relationships)
IM-002	Ability to manage and link incident records to multiple SLAs and tiers of service based on IT customer groups or associated lines of business.
IM-003	Ability to see Countdown time left on response time (associated with priority or SLA)
IM-004	Customer can choose to receive an email any time their ticket is updated.
IM-005	Automated ticket closure at a predetermined number of business days after a ticket enters resolved status
IM-006	Resume work date required prior to putting ticket in waiting (hold) status
IM-007	Ability to link to SLAs for alerting and so that impact can be assessed if a service is performing below agreed upon levels.
IM-008	Ability to set up a trigger for existing documentation to facilitate first contact resolution based on product or service entered (i.e., scripting from knowledge management)
IM-009	Ability to store and maintain alerting distribution lists based on Incident types
IM-010	Ability for Incident Owners to create Incident records through the Self Service portal.
IM-011	The solution supports the ability to automatically generate a unique case number to each request
IM-012	Capability to link Incidents to Problem Records and Knowledge Base
IM-013	Ability to notify incident owners when the associated problem is resolved
IM-014	Capability for storing historical incident data and other Incident related information including an audit log with updates and resolutions
IM-015	Flexible support for desired Incident classification and logging schemas.
IM-016	Flexible search capabilities for incident matching and trending.
IM-017	Ability to support highly flexible routing of incidents based on available resources located across multiple sites and other factors, such as time of day, tiered service values, etc.
IM-018	Ability of the tool to facilitate the automatic prioritization, assignment and escalation of Incidents based on the record categorization.
IM-019	The solution supports the ability to automate incident models and workflow based on record classification.
IM-020	Ability to support hierarchical escalation, either manually or via business rules, upon incident status change, priority change and/or service-level clock expiration.
IM-021	Ability to integrate with event and alert monitoring tools, and allow for automatic creation, update and closure of tickets from these tools
IM-022	Ability to input free text, screen captures, and file attachments for the recording of incident descriptions and resolution activities.
IM-023	Ability to associate incident records to user and customer data.

IM-024	Ability to use configurable closure categorization codes upon incident closure.
IM-025	Ability to use knowledge and/or support scripts for incident diagnosis and resolution.
IM-026	The ability for hierarchical notification about incidents that exceed or will soon exceed Priority/SLA parameters.
IM-027	The ability to collect feedback (satisfaction survey) upon the close of an incident.
IM-028	The ability to initiate a ticket on behalf of someone else - list the requestor as different as the author.
IM-029	The ability to put incidents on hold so time does not count against SLA.
IM-030	Ability to differentiate between an incident and a service request.
IM-031	Resolved tickets will automatically trigger an email to the user
IM-032	Ability to reactivate incident in resolved status
IM-033	Ticket priority automatically determined by impact, urgency, or "VIP" customer.
IM-034	Ability to generate reports on incident history and trends, by type of incident and by user.
IM-035	Mobile portal for use by IT staff to manage assigned Incident Records.
IM-036	The solution supports the creation, modification, resolution and closure OR cancellation of incident records.

5.2. Problem Management Requirements

The following are a list of Problem Management requirements for this project.

	Problem Process
PM-001	Ability to provide configurable problem process and categorization templates
PM-002	Ability to provide standard required problem record data fields
PM-003	Provide problem process templates based on industry best practices and/or ITIL
PM-004	Ability to prevent closure of a problem before all assignments have been resolved
PM-005	Ability to automatically update status or close all related incidents to a problem upon updating of status or closure of the problem
PM-006	Ability to automate opening of a problem record from an incident record based on business rules and SLAs
PM-007	Ability to track the total amount of time the problem was worked on and how long it was open
PM-008	Ability to assign impact and urgency codes to problem records
PM-009	The ability for authorized users to create new problem records, and enforce data rules and required fields.
PM-010	The ability of differentiating between problems and known errors.
PM-011	The ability of assigning tasks to individuals to be accomplished within a specified time frame. The tool shall notify the assignee of the task and due date and the associated Problem record.
PM-012	The ability to make problem and known error details available to Incident Management for use in matching, troubleshooting and resolution.
PM-013	The ability to integrate with Incident Management allowing for the linking of Incident records to Problem records in order to provide full visibility into incidents caused by problems and the impact of problems to the business users.
PM-014	The ability to route and assign problem records to pre-defined support staff or groups

PM-015	The ability to present historical data on problems and known errors for use by support staff during the investigation process
PM-016	The ability to support free text, screen captures, and file attachments for the recording of problem descriptions and resolution activities
PM-017	The ability for the problem management team to communicate status and progress reports, as well as temporary solutions and workarounds to the Service Desk staff
PM-018	The ability to increase/decrease the severity or impact classification of a problem according to the number of associated incidents and/or the number of end users affected
PM-019	The ability to create, maintain and monitor a knowledgebase
PM-020	The ability to publish FAQ's and supporting reference documents within the knowledgebase that is accessible by end-users
PM-021	The ability to search for known solutions, work around and known errors based on the description of the problem
PM-022	The ability to track multiple tasks and assignments with a problem
PM-023	The ability to document root cause analysis
PM-024	Ability to integrate with event and alert monitoring tools, and allow for automatic creation, update and closure of tickets from these tools
PM-025	Ability to provide for documenting and managing knowledge data pertaining to problem and error control (e.g., data entry point for knowledge management databases, posting of FAQs)
PM-026	The ability to link with third party knowledge bases
PM-027	The ability to report on the number of proposed solutions, most used solutions, and least used solutions in the knowledgebase
PM-028	The ability to use solutions developed in response to past incidents to create new knowledge base entries
PM-029	Ability to develop templates for recurring problems

5.3. Service Catalog Requirements

The following are a list of Service Catalog requirements for this project.

	Service Catalog
SC-001	Ability to support a structured content framework (services, subservices, etc.).
SC-002	Ability to organize services into logical groupings or hierarchical structures.
SC-003	Ability to assemble services into customer and business relevant packages.
SC-004	Ability to have configurable service definition templates out of the box.
SC-005	Ability to quickly find services via a search engine.
SC-006	Ability to handle different service states (for example, services in design versus services in production).
SC-007	Ability to provide user training information regarding the Service Catalog (for example: access instructions, navigating the service catalog instructions).
SC-008	Ability to automatically create and track Service Requests through the Service Catalog.
SC-009	Ability to create and publish service offerings with descriptions, service levels, available service bundles, and pricing related to service levels.
SC-010	Ability create and publish Service Components that may include both Professional Services and Technical Services.
SC-011	Ability to customize service definition templates and pre-packaged Service Catalog content.
SC-012	Ability for the Service Catalog to integrate with the Configuration Management Database.
SC-013	Ability to have prepackaged Service Catalog content out of the box.
SC-014	Ability to limit access to the Service Catalog based on user-level security.
SC-015	Ability to support different service levels for the same service (e.g., bronze, silver, gold levels).
SC-016	Ability to support distributed, role based Service Catalog management.
SC-017	Ability to support a multifunction service catalog (example: IT, HR, Facilities, Procurement)
SC-018	Ability for service catalog to contain security features that allow users to only see what is available to them.
SC-019	The ability to measure service quality and timeliness against defined benchmarks and/or metric guidelines. (SLA, OLA and UC tracking and reporting)

5.4. Knowledge Management Requirements

The following are a list of Knowledge Management Requirements for this project.

	Knowledge Process
KM-001	Ability to provide knowledge management capabilities by floating the most relevant hits to the top, in order of closest match to search
KM-002	Ease of administering the weighting and relevancy scores associated with knowledge articles
KM-003	Ability to launch fast knowledge searches using the categorization (or partial categorization) selections as key value search parameters
KM-004	Ability to create a knowledge article via a fill-in-the-blank form
KM-005	Ability to automatically populate a knowledge article into an incident
KM-006	Ability to support role-based knowledge items (i.e., a technical role can access either technical-facing or customer-facing articles)
KM-007	The ability to automatically create knowledge management entries from incident, problem and change modules
KM-008	Ability to manage full life cycle of knowledge articles through administration capabilities (e.g., submission, editing, review, approval, publishing, usage monitoring, etc.)
KM-009	Ability for tool's knowledge management database to search other knowledge bases in environment
KM-010	Ability to have a rich-text editor (RTE) that supports links within documents, document-to-document links and attaching images to documents
KM-011	Ability to provide automated administration (ease of adding, editing and maintaining the data, and ability for end-user submission to require review/approval prior to posting)
KM-012	Ability to make certain fields in the knowledge article template mandatory
KM-013	Ability to embed Web links, images and objects into knowledge articles (e.g., screenshots, etc.)
KM-014	Ability to support a variety of search methodologies, including metadata, fuzzy searching, hierarchical/drill-downs, cross-references, attribute queries, category, Web and file system external library searches, and to utilize natural language and proper stemming, and Boolean search methodology
KM-015	Ability to allow user feedback to rate/score content for usefulness related to the inquiry
KM-016	Ability to provide knowledge-centered support (KCS) standards and guidelines

5.5. Performance Analytics Requirements

The following are a list of Performance Analytics requirements for this project.

	Reporting
RE-001	Ability to easily construct queries and reports from any combination of database fields including meta data.
RE-002	Ability for users and administrators to use drag and drop methods to create their own custom reports.

RE-003	Ability to create custom ad-hoc parameters on reports (e.g., report is called and prompts user to enter query parameter values instead of hard-coding those values in the query). Should be easy for a non-technical person.
RE-004	Provides predefined reports for users and administrators. (if provided, please list the reports in the comments section)
RE-005	Ability to easily export reports and report data for consumption outside the system. (i.e. PDF, xls)
RE-006	Ability to provide "drill down" capabilities on reports and dashboards.
RE-007	Ability to have scheduled reports which are sent automatically to subscribers.
RE-008	Ability to provide ad hoc reporting for all modules.
RE-009	Ability for data for dropdown lists to be changed to an "inactive" flag/status and still be available for historical reporting purposes.
RE-010	Ability to provide real-time reporting via graphical and configurable dashboards
RE-011	Ability to support a real-time dashboard display for each process that is customizable based on individual, role or informational needs.
RE-012	Ability for dashboards to be accessed via a web browser.
RE-013	Ability for dashboards to be accessed via a mobile device. (iphone, ipad, droid)
RE-014	Provides industry standard reporting engine.
RE-015	Ability to report trending specific to each ITIL process. (Incident Management, Problem Management, etc.)
RE-016	Ability to report on usage by end user, location department, region, etc.
RE-017	Ability to report incidents by priority, categorization, service-level adherence, technician and CI
RE-018	Ability to run incident age report
RE-019	Ability to report incidents linked to problem records
RE-020	Ability to report first-contact resolution rate
RE-021	Ability to report mean time to resolution
RE-022	Ability to perform trend analysis of tickets
RE-023	Ability to report on the business impact of failed changes
RE-024	Ability to report on change blackout dates and times resulting in change freeze.
RE-025	Ability to integrate with external data sources.
RE-026	Ability to surface reports to SQL Server Reporting Services
RE-027	Ability to support business analytics tools such as Cognos, Tableau and PowerBI
RE-028	Ability to restrict access to reports by role.
RE-029	Describe your solutions ability to report on balance scorecard metrics
RE-030	Ability to report time spent and materials used by incidents

5.6. ERCOT IT Service Management Integration & Third Party Tools Requirements

For the initial phase of the project, the vendor will be required to integrate Service Now with 3rd party tools utilized by ERCOT. Below is a list of these requirements.

	Integration
ITR-001	Microfocus Operations Bridge Manager
ITR-002	Internal Web Server SQL Data Base