ATTACHMENT A
Statement of Work
RFP #N21024

SERVICENOW IMPLEMENTATION PROVIDER
1 WORK REQUIREMENTS /DELIVERABLES

As part of the Project the vendor will be responsible for performing tasks throughout various stages of this project. The following is a list of these tasks which will result in the successful completion of this project:

Deliverables: Specify all the reports and other deliverables that are required (by task or phase of the work, as applicable), and state the required delivery date for each one. Note that deliverables can only be requested based on an established SOW task.

Travel: Where applicable, provide as much information as possible regarding any necessary travel that will be required on the part of the selected Vendor in order to perform the work. All travel may require prior approval from the program and will be paid in accordance with State Guidelines.

The vendor shall provide services and deliverables described in this section. Agency is responsible for acceptance of all deliverables. Acceptance criteria for each deliverable will be developed by Agency project manager. Other responsibilities of the vendor and Agency are clarified for each task.

Deliverables

The following Deliverables are required minimums for the project. Vendor(s) is responsible for the preparation and delivery of all Deliverables. Documents will be delivered in electronic format using current DOH Microsoft Office standards and will follow a template conforming to DOH documentation standards, if available. The following outlines these Deliverables.

1) Provide project management services for configuration and implementation of ServiceNow through ITSM Framework Project 1. Project 1 is expected to close within six months of contract initiation.

The following are an example of some but not all expected tasks to be assumed by the vendor.

Project Management

<table>
<thead>
<tr>
<th>Description &amp; Due Date:</th>
<th>The vendor shall provide qualified personnel to perform project planning, project management and technical management.</th>
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</thead>
<tbody>
<tr>
<td><strong>Vendor Deliverables</strong>:</td>
<td><strong>Vendor Tasks:</strong></td>
</tr>
<tr>
<td>1. Orientation for vendor staff</td>
<td><strong>Project Planning</strong></td>
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<td>3. Draft Project Plan, Schedule and Joint Resource Plan</td>
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<td>4. Weekly Status Meetings</td>
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<td>5. Bi-Weekly Project Status Reports</td>
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<td>6. Bi-Weekly Work Plan Review</td>
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<tr>
<td>7. Provide detailed invoice upon completion of each deliverable</td>
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<tr>
<td><strong>Within 45 days of contract signing.</strong></td>
<td><strong>Same as above</strong></td>
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<tr>
<td><strong>Same as above</strong></td>
<td><strong>Weekly</strong></td>
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<td><strong>Weekly</strong></td>
<td><strong>Bi-Weekly</strong></td>
</tr>
<tr>
<td><strong>Bi-Weekly</strong></td>
<td><strong>Accepted by Agency Project Manager</strong></td>
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RFP N21024
IT Service Management
2. Prepare and maintain a detailed project plan which identifies and assigns tasks, shows major milestones, provides estimated start/end dates and indication of critical path.
3. Establish and administer project management procedures to include contact information and guidelines for effective communications and documentation.

**Project Management**
1. Assemble the vendor project team and assign responsibilities.
2. Coordinate orientation for vendor’s key staff with DIRM.
3. Measure, track and evaluate progress against the project plan.
4. Resolve deviations from the project plan with DIRM ServiceNow project managers.
5. Review project tasks, schedules, and resources and make changes or additions, as appropriate.
6. Track all actions associated with status meetings and project issues.
7. Review and analyze project change requests, maintain change request log.
8. Participate in daily and weekly scheduled meetings with DIRM to review project status.
9. Provide bi-weekly status reports to DIRM.
10. Provide bi-weekly work plan reviews with DIRM.

**Technical Management**
1. Perform and coordinate tasks with DIRM technical staff for system configuration/modification and testing.
2. Perform and coordinate with DIRM technical staff, the database/system data migration, tuning and configuration.
3. Provide a single point of contact for the quick resolution of technical issues.

**DIRM Tasks:**
1. Review and accept all Deliverables listed in this table.
2. Assign a single point of contact that has the authority to make project related decisions and direct all project communications.
3. Create and maintain Master Implementation Project plan.
4. Review and accept/reject project change control requests.
5. Assist in scheduling meetings and providing meeting rooms as necessary.
6. Provide for security clearance to buildings and equipment.
7. Provide work space for vendor staff on-site at DOH office in Tumwater, WA.
8. Provide Acceptance Criteria for all vendor Task Deliverables in this SOW.
10. Process payment upon approval of invoice for completed project.
2) Provide a recommendation of appropriate and industry Best Practice ITIL and ServiceNow training.

3) Based on negotiated recommendation provide ITIL and ServiceNow training to consist of, at minimum, the following:

### ITIL and ServiceNow Training

| Description & Due Date: | The vendor shall provide onsite training at DOH in Tumwater, for specific training for DIRM staff to better understand ServiceNow and the ITIL framework. The training will consist of:  
| | • ITIL Simulation (15 people to build awareness)  
| | • ITIL Foundations Course (25 people to be certified on ITIL)  
| | • One to three Train-the-Trainer Sessions with DIRM staff leading the ServiceNow Agency training  
| | • ServiceNow administrator training (3 DIRM staff) |

| Vendor Deliverables: | 1. Training plan with curriculum and training materials  
| | 2. Provide a Training database and sandbox that can be refreshed on a scheduled basis to allow new users to preview the system in production.  
| | 3. Provide training  
| | 4. Provide detailed invoice upon completion of training |

| Vendor Tasks: | 1. Submit training plan for DIRM approval  
| | 2. Prepare written training curriculum and materials  
| | 3. Conduct training  
| | 4. Jointly develop training materials for the Agency internal self-service portal  
| | 5. Provide trainees the opportunity to provide written feedback on the trainings |

| DIRM Tasks: | 1. Review and accept all Deliverables listed in this table  
| | 2. Meet with vendor’s trainers to clarify requirements  
| | 3. Schedule AGENCY computer training room or alternate facilities  
| | 4. Communicate training schedule and expectations to DIRM staff  
| | 5. Jointly develop training materials for the Agency internal self-service portal  
| | 6. Process payment upon approval of invoice for completed training |

4) Provide a roadmap and a blueprint of recommended organizational structure

### ITSM and ITaaS Recommendation

| Description & Due Date: | Review of the current DIRM organization structure and staffing roles and responsibilities and compare it to a more formal Service Management Organization (SMO) structure for a mature ITaaS organization. |

| Vendor Deliverables: | 1. Provide report on organization changes to meet more specific Service Management Organization (SMO) goals and objectives |
as it relates to ServiceNow implementation in Agency/DIRM.
2. Provide recommended approach to implement additional ServiceNow applications
3. Provide detailed invoice upon completed presentation of recommendation

<table>
<thead>
<tr>
<th>Vendor Tasks:</th>
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<tbody>
<tr>
<td>1. Conduct meetings with special interest groups as identified by DIRM</td>
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<tr>
<td>2. Make recommendations to DIRM management on how to incorporate changes in the organization to provide effective and efficient service to our customers</td>
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<tr>
<td>3. Make recommendations to keep the ServiceNow platform operating at peak performance</td>
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<td>4. Make recommendations for implementing additional ServiceNow applications</td>
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<table>
<thead>
<tr>
<th>DIRM Tasks:</th>
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<tbody>
<tr>
<td>1. Review and accept all Deliverables listed in this table</td>
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<tr>
<td>2. Provide documentation</td>
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<td>3. Set meetings with vendor and special interest groups</td>
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<td>4. Review recommendations</td>
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<td>5. Process payment upon approval of invoice for completed recommendation</td>
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5) Provide documented analysis and configure ServiceNow instance workflows based on analysis

**Workflow Gap Analysis**

**Description & Due Dates:** The vendor shall use the ITSM and SMO recommendation results along with completed meetings with DIRM, HR, OFABS, and ORM to perform a gap analysis. The vendor will assist to align current business process with best practices and industry standards.

<table>
<thead>
<tr>
<th>Vendor Deliverables:</th>
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<tr>
<td>1. Meet with DIRM, HR, OFABS, and ORM to review current workflow processes</td>
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<tr>
<td>2. Provide documentation of specific customization to ServiceNow</td>
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<tr>
<td>3. Provide a detailed invoice upon completion of gap analysis</td>
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<table>
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<tr>
<th>Vendor Tasks:</th>
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<tbody>
<tr>
<td>1. Conduct meetings with Agency staff for gap analysis review</td>
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<tr>
<td>2. Review gap between current business practices with industry best practices and standards</td>
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<tr>
<td>3. Conduct gap analysis meetings</td>
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<td>4. Document workflow modifications</td>
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<tr>
<td>5. Present documentation to project manager and ServiceNow Administrators</td>
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<table>
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<tr>
<th>DIRM Tasks:</th>
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<tbody>
<tr>
<td>1. Review and accept all Deliverables listed in this table</td>
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<tr>
<td>2. Identify staff to meet with vendor</td>
</tr>
<tr>
<td>3. Assign a DIRM business analyst to work with vendor analysts to clarify workflows and apply LEAN methodology to workflows</td>
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<tr>
<td>4. Process payment upon completion of gap analysis</td>
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6) Integrate ServiceNow with asset tools, ADFS, and configure to support ITSM and ITaaS goals.
## ServiceNow Configuration and Integration

| Description & Due Dates: | The vendor will use the ITSM and SMO recommendation document and the gap analysis results to configure and implement ServiceNow.  
| Asset and Configuration: identify and monitor IT service assets and their relationships.  
| Planning and Policy: define IT strategies and manage projects.  
| IT Services: deliver IT services and support to business users.  
| IT Operations Management: track and manage IT resources and systems.  
| Non-IT Services: automate business processes outside of IT. |
| Vendor Deliverables: | 1. Configuration and customize ServiceNow Agency instance  
| a. IT Request  
| b. Incident  
| c. Problem  
| d. Change with extensive (CMDB)  
| e. Knowledge  
| f. IT Asset and IT Cost  
| g. HR request with knowledge  
| h. Facilities requests with knowledge  
| i. ORM requests with knowledge  
| j. and all necessary ServiceNow platform foundations  
| 2. AD/ADFS integration  
| 3. MID server integration with Agency inventory tools  
| 4. Provide detailed invoice upon completion and acceptance of ServiceNow configuration. |
| Vendor Tasks: | 1. Configure ServiceNow in line with detailed deliverables, workflow gap analysis, and ITSM/ITaaS recommendation  
| 2. Integrate WIC assets into ServiceNow IT Asset and CMDB  
| 3. Integrate DIRM assets into ServiceNow CMDB  
| 4. Assist DIRM ServiceNow administrators to build business service maps |
| DIRM Tasks: | 1. Review and accept all Deliverables listed in this table  
| 2. Provide asset documentation and file format to integrate into ServiceNow  
| 3. Assist vendor with configurations of the ServiceNow system  
| 4. Process payment upon completion and acceptance of ServiceNow configuration |

### 7) Provide an internal portal for interaction with IT, HR, Facilities, and ORM

## ServiceNow Agency Staff Self-Service Portal Interface

| Description & Due Dates: | The vendor shall implement the ServiceNow interface to the internal Agency staff self-service portal. The vendor shall provide draft and final requirements, design, and specification documents to Agency for review and approval. |
| Vendor Deliverables: | 1. Conduct requirements and design sessions with designated staff.  
| 2. Draft mock up and specifications for approval by Agency project team  
| 3. Implement and test with Agency designated staff.  
| 4. Implement agreed upon interface |
5. Provide detailed invoice upon implementation of self-service portal

### Vendor Tasks:
1. Implement ServiceNow Self-Service Portal to include.
   a. Service Catalog
   b. Service Level
   c. Field service (mobile technicians)
   d. KPI (performance analytics)
2. Meet with staff and business analyst to gather requirements
3. Present mock up for approval
4. Configure portal
5. Provide detailed invoice upon implementation and approval of self-service portal

### DIRM Tasks:
1. Review and accept all Deliverables listed in this table
2. Assign an DIRM business analyst to work with vendor analysts to define self-service portal interface layout and content
3. Assign staff to provide input on requirements and design
4. Setup meetings with vendor and staff
5. Provide testing staff
6. Approve design
7. Process payment upon implementation and approval of internal self-service portal

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8) **Provide resources to ensure continuance service improvement for ITSM and as an ITaaS organization**

### Documentation, Support, and Professional User Group

<table>
<thead>
<tr>
<th>Description &amp; Due Dates:</th>
<th>The vendor shall provide guidance on appropriate documentation for ServiceNow maintenance, administration, support issues, future application development, and professional user groups that DIRM provides continuance service improvement and support of ServiceNow</th>
</tr>
</thead>
</table>
| Vendor Deliverables:     | 1. Meet with DIRM staff to discuss documentation needs, support requirements, resources, and professional user groups  
2. Provide documentation, links, WIKI, professional user groups, reference materials, and other support information. |
| Vendor Tasks:            | 1. Provide detailed information to DIRM staff for continued support, system documentation, reference materials  
2. Create appropriate KPI  
3. Provide a detailed invoice upon providing necessary documents and resources |
| DIRM Tasks:              | 1. Review and accept all Deliverables listed in this table  
2. Process payment upon completion and acceptance of documentation and resources |

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9) **Provide ITSM Framework Project 1 completion details and a roadmap defining the remaining deliverables to be implemented throughout the rest of the project series to fulfill the ITSM Framework.**
## Deliverable Completion

<table>
<thead>
<tr>
<th>Description &amp; Due Dates:</th>
<th>The vendor shall fulfill all the requirements described in the project plan. In addition, the project closure plan will include a road map the future changes.</th>
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</table>
| **Vendor Deliverables:** | 1. Vendor will provide DIRM with all documentation in accordance with the approved project plan  
2. Vendor will present project closure report to DIRM for review and approval  
3. Vendor will complete the project requirements checklist showing that all project tasks have been completed  
4. Develop a recommendation for future next steps  
5. Provide detailed invoice upon completion of project |
| **Vendor tasks:** | 1. Fulfill the project closure requirements  
2. Transition operation and maintenance to DIRM at end of contract |
| **DIRM tasks:** | 1. Review and accept deliverables listed in this table  
2. Review draft roadmap plan submitted by the vendor  
3. Accept the roadmap  
4. Process payment upon completion of all deliverables |
2 SCHEDULE/MILESTONES

The below list consists of the estimated initial milestones identified for the ServiceNow Implementation Project:

Vendor Selection

Est. December 2014

Period of Performance Begins

Est. February 2015

ITSM & ITaaS Recommendation

TBD

Workflow Gap Analysis

TBD

ITIL & ServiceNow Training completed

TBD

ServiceNow Configuration & Integration

TBD

Agency self-service portal

TBD

Documentation/Support

TBD

Project 1 Deliverables Completed

TBD
3 Deliverables Acceptance Criteria

On submittal of a completed deliverable, DOH has 10 business days to review and approve acceptance. If DOH does not notify Vendor in writing of non-approval within 10 business days, then the Deliverable shall be deemed accepted. If the deliverable is deemed unacceptable by DOH, within the 10 business days, DOH and vendor will discuss reason for unacceptance. The Vendor will then correct unacceptable content within an agreed upon period of time and resubmit for approval. The parties shall repeat this process until DOH acceptance of the Defined Deliverable.
4 OTHER REQUIREMENTS

Contractor may have access to confidential data and will be required to read, sign, and comply with the confidentiality agreement.