REQUEST FOR INFORMATION (RFI)

This notice is placed by UNPD. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of Procurement Division. You are therefore requested to direct all queries regarding this RFI to Procurement Division using the fax number or e-mail address provided below.

Title of the RFI:
Service Delivery Management System Implementation

Date of this RFI: 1 April 2022   **Closing Date for Receipt of RFI:** 6 May 2022

RFI Number: RFIUNPD19639

Beneficiary Country/Territory: Global

Commodity/Service category: Enterprise Platform

Address RFI response by fax or e-mail to the Attention of: Joni Kaerpijoki

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UNSPSC Code: 43230000, 81160000, 81110000, 83120000

DESCRIPTION OF REQUIREMENTS

Introduction

The purpose of this Request for Information (RFI) is to provide the United Nations (UN) Office for Information and Communications Technology (OICT) with information regarding budgetary cost estimates and time estimates for the implementation of a new service delivery management system.

The UN Secretariat is seeking to obtain information of the budgetary cost estimates of the implementation of ServiceNow as the main service delivery management system for the organization. The system is meant to provide case management functionality for all administrative functional areas, and IT service management capabilities, including service configuration management and asset management. Any service requests and workflows already reflected in the current ERP systems of the organization are out of scope.

The UN Secretariat is seeking a non-binding budgetary cost estimates and timeline estimates through an implementing partner to reflect the estimated costs of implementation of the specific work packages. Implementation is divided in two phases and both budgetary cost and timeline estimates should be specified to work packages and the respective phase.

The estimates should be based on the UN Secretariat defined requirements for the system implementation, included in Annex 1.

1. Use of Information

1.1. All costs for preparing a response for the RFI must be covered by the vendor.
1.2. The requested information will only be used by the UN for internal planning purposes, be kept strictly confidential and only authorized personnel will have access to it.
1.3. The response to this RFI will not be used to pre-qualify vendors.
1.4. The provided information will not be contractually binding to the vendor.

2. RFI Response Delivery

The primary objective of this RFI is to gather information of the budgetary cost estimates for implementation.The RFI will also serve as a means to identify potential implementing partners.

3. Your Organization

Please provide the following information on your organization:
3.1 Please specify if you have any relations with any of the system vendors and provide details on your relation.

4. Experience / Capabilities

Please answer / elaborate on the questions listed below as part of your RFI response:
4.1 Please provide information on a minimum of 2 projects related to the implementation of ServiceNow for a similar scope in the past three years.
4.2 Please provide a brief history and your company's relevant years of experience in ServiceNow implementation projects.
4.3 Please detail your experience in providing similar services to international or nonprofit organizations, and especially highlight if you have any previous experience in working with the UN System, especially with regard to implementing service delivery management systems. Please also provide references.
4.4 Please provide any available evidence of your clients' satisfaction with services provided in ServiceNow implementation projects similar to the scope, if possible around 3 critiera:
1.   Overall client satisfaction with project delivery
2.   Timeliness
3.   Staff turnover during contract

4.5 Please describe your company's approach to training of the Secretariat's personnel, as outlined in Annex 1.

For the experts / team to be provided to implement this project on the side of the implementing partner, please submit the typical/example CVs and the wider team structure and roles. Please make sure to also explain how the team would work with the UN Secretariat team and where the team would be located.

Finally, please ensure to complete and provide detailed information on budgetary costing, envisioned resources and timelines in Annex 2.

SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

Note: This is a Request for Information that seeks to obtain information of the budgetary cost estimates and timelines. This is not a solicitation and the provided information through responses is for informational purposes only.

Attached documents are preliminary drafts of documents for a solicitation that may be conducted by the UN Secretariat in the future.

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: https://www.ungm.org/Public/Notice

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on http://www.ungm.org

Vendors interested in participating in a potential future solicitation process should submit the Vendor Response Form of this RFI electronically (through the link available on the next page) before the closing date set forth above.

VENDOR RESPONSE

PLEASE NOTE: You should submit your response to this RFI electronically at:
https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=RFIUNPD19639

In case you have difficulties submitting your response electronically, please contact joni.kaerpijoki@un.org directly for instructions.

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at https://www.un.org/Depts/ptd/vendors.

Prerequisites for Eligibility
In order to be eligible for UN registration, you must declare that:

A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:

  I. the Compendium of United Nations Security Council Sanctions Lists (https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list), or

  II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.

B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);

C. Your company (as well as any parent, subsidiary of affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;

D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;

E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).

F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (http://www.ungm.org); information on the registration process can be found at https://www.un.org/Depts/ptd/vendors. Vendors must complete the registration process prior to the closing date of the RFI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the RFI are not considered eligible to participate in the potential solicitation process related to the RFI. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) RFI Process

Vendors interested in participating in the potential solicitation process should forward their information (as requested in the RFI) to Procurement Division (UNPD) by the closing date set forth in this RFI. *Due to the high volume of communications UNPD is not in a position to issue confirmation of receipt of RFIs.*

Please note that no further details of the potential solicitation can be made available to the vendors prior to issuance of the solicitation documents.
This RFI is issued subject to the conditions contained in the RFI introductory page available at https://www.un.org/Depts/ptd/rfi.

Request for Information (RFI) – Annex 1: Statement of Work

Service Delivery Management System Implementation

1 Background

In the current UN Secretariat environment, there is no unique tool for Service Delivery Management that covers all the processes required for the delivery of services to internal customers (staff) end-to-end.

There is therefore a requirement to implement a tool that shall provide integrated solutions, preventative service, end-user focus and integration of all the necessary processes to streamline the delivery of services.

The implementation of ServiceNow is expected to provide an enhanced coverage of the organizational requirements in terms of Service Delivery Management across all administrative functional areas. It will constitute an easy-to-use tool, with advanced reporting, increased automation and self-service, and improved integration capabilities. Through its capabilities, it is intended to cover services in all administrative functional areas.

The project will be structured in two phases: Phase 1 will span 2022 with a very limited scope and clientele. Phase 2 will then focus on a broader implementation of ServiceNow across all functional areas and processes.

ServiceNow licenses will be procured separately by the UN Secretariat. The RFI seeks information on the implementation and this document defines the requirements for the implementation support required by the UN Secretariat through an implementing partner.

2 Scope and Implementation approach

2.1 Service scope

The UN Secretariat is currently operating in over 160 countries across the world, covering over 100 sub-entities across different locations. Overall, the Secretariat employs approximately 55,000 personnel. To maintain these locations and the staff serving in them, the UN Secretariat provides a variety of operational and administrative services.

Beyond its own internal personnel, the UN Secretariat also provides specific services to some other UN agencies, and their staff, in specific countries. The system is also meant to be accessible to these, to request services that are provided to them.

Eventually, the service delivery management system is meant to provide a one-stop solution for case management and wider ITSM across finance, human resource services, supply chain management, campus facilities and security services, conference and event management, information and communication technology, protocol, travel and transportation services and other administrative support services. While the end-scope is broad, processes and requests currently implemented in other enterprise systems, such as the ERP, will remain in these systems and will not be integrated into ServiceNow.

2.2 Implementation approach

Implementation of ServiceNow will be conducted in two phases:

Phase 1: Limited, use case-based implementation

In a first phase which spans 2022, the ServiceNow instance will be implemented based on a few use cases and a limited end-user group. While the objective is to establish the platform holistically, the scope of implementation remains limited.

In Phase 1, the UN Secretariat aims to implement:

- Wider ITSM platform and functionalities, including measurements, reporting, service level management and knowledge management

- Global processes for incident management and service request management

- 50[1] IT service catalogue, related workflows, and variables

- 50[2] HR service catalogue but only with a limited scope of workflows (estimated 10; e.g., HR advisory requests), and variables, all within the ITSM module

- Service configuration management

- Global process for change management

- Global process for problem management

- IT Asset Management (Software)

- A Release management process

For Phase 1, the number of agents, approvers and end-users will be very limited. Numbers are detailed below in Section 2.2. as part of licensing. The platform will be only rolled out in five sub-entities of the UN Secretariat, namely

- <u>for IT-components</u>: Global Service Center (Brindisi / Valencia), the Office in Geneva, the Regional Service Center in Entebbe and the Mission in the Democratic Republic of the Congo (MONUSCO)

- <u>for HR catalogue items, workflows, etc.</u>: the Department of Operational Support (New York), the Regional Service Center in Entebbe, and the Office in Geneva.

Phase 2: Comprehensive implementation

The second phase will start in 2023 and will likely span some 18 months and will be a more comprehensive implementation of ServiceNow for the organization. As such, it will build on the established platform, global processes, and configurations from Phase 1, but will focus on driving implementation of a much broader scope in terms of end-users, agents, and approvers, as well as of catalogue items and workflows across all functional areas mentioned under Section 2.1, related catalog items, knowledge articles, SLAs, etc. It will also aim to implement the chat bot.

Items, workflows, etc. that were already incorporated as part of Phase 1 will be reviewed and adjusted as

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[1] Out of these 50, the number specified in the table under "Technical Implementation" will be created by the implementation partner, the rest will be implemented by UN Secretariat with the support of the implementation partner.
[2] Out of these 50, the number specified in the table under "Technical Implementation" will be created by the implementation partner, the rest will be implemented by UN Secretariat with the support of the implementation partner.

needed to be scaled up to cover the entirety of the UN Secretariat client base (all sub-entities).

Phase 2 will also extend the implementation of ITOM Visibility, scaling up the discovery capacity to cover all the devices in the Enterprise Data Centers of the UN Secretariat, and the resources in the Public Cloud providers managed by the UN Secretariat. Additionally, ITOM Optimization features will also be leveraged to automate the infrastructure delivery of resources in the public cloud using the ServiceNow Service Catalog. Finally, ITSAM will be used to enhance the control of the Software installed in the servers in the Enterprise Datacenters and the end user devices.

Implementation under Phase 2 will follow two main substages:

a. Implementation until Go-Live of the platform across the UN Secretariat: Go-Live is planned for fall 2023. To go live, the objective is to at least incorporate all processes currently contained in the internal Siebel-based service delivery platform, which will be decommissioned thereafter. The Siebel-based platform is currently limited in scope, centering primarily on ITIL-oriented IT Service Management, in addition to some wider Service Request Management use cases.

b. Continuous implementation thereafter: Agile sprints with go-live for specific processes every 2-6 weeks with continued expansion of service offerings on the platform.

2.3 Licensing scope

The licensing requirements are **included in this SOW for information purposes only.** The licenses will be purchased by the UN Secretariat directly, and the RFI responses are not required include information regarding the provision of licenses. The following are the envisioned license types to be procured:

✓ ITSM Professional Fulfiller licenses: Based on the gathered business requirements, only fulfiller (agent) licenses for the ITSM module, which provides case management, are needed. Due to enhanced AI and natural language processing, knowledge search and performance analytics, the professional fulfiller licenses were selected.

✓ Business Stakeholder licenses: ServiceNow requires a number of these licenses for non-agent users to approve service requests as well as for personnel to access and monitor analytics and performance.

✓ ITOM Visibility: ITOM Visibility provides visibility into IT resources, configuration characteristics, and their relationship to application services. Required for the discovery of servers in the Enterprise Datacenter to populate the CMDB, and for managed resources in the AWS and Azure cloud connected to the UN network (applying ratios of 1:1 for servers and 1:4 for PaaS and containers).

✓ ITOM Optimization: ITOM Optimization will be used for cloud resources. It provides the capability to view and automate the provisioning, life cycle and cost management of IT resources supporting application services. It will be used to automate provision of cloud resources.

✓ ITSAM: The ServiceNow IT Software Asset Management module provides the capability to track and manage software assets, including normalization of discovered software, reconciliation of discovered software against license entitlements, and remediation actions to stay compliant. Facilitates identification of unused software for reclamation and allows Customer to automate harvesting of those licenses. It will be used for both the Servers in the datacenter and in the cloud (Discovered through ITOM, and with ratio 1:1 for ITSAM), and for End User Devices (Discovered

through SCCM, and populated in ServiceNow using the Service Graph Connector. Licensed for ITSAM with 1:4 ratio)

✓ Integration hub: To enable integration through standard connectors with other systems, such as SAP, MS Azure, Outlook, or even to automate support of cloud resources. One license for the integration hub enterprise is required.

✓ Additional non-production instance: UN uses at least DEV, UAT/QA and PROD. Only 2 instances are by default. One additional instance will be licensed for UAT/QA.

For the ServiceNow Implementation, the following license numbers are foreseen to be purchased:

Module	Phase 1: Estimated # licenses	Phase 2: Estimated # licenses
ITSM Professional – Fulfiller	365 agents	3,800 agents
Business Stakeholder	48 stakeholders (all approvers)	3,850 (3,600 approvers + 250 data analysts)
ITOM Visibility	3,100	10,500 servers (9,500 servers in data center, and estimate 1,000 resources in the Azure and AWS managed subscriptions)
ITOM Optimization	500	1,000 (Estimate 1,000 licenses for resources in the Azure and AWS cloud, applying ratios)
ITSAM (Software Asset Management)	3,350	40,500 (1:1 ratio for 10,5000 servers in datacenters. 1:4 ratio for up to 120,000 End User Devices)
Integration Hub - Enterprise	0	1
Additional non-production instance	1	1

3 Scope of Work for the Implementing partner

3.1 Technical implementation

For the implementing partner, the scope of this RFI is expected to cover the following practices:

Topic / practice	Scope: Phase 1 (2022)	Scope: Phase 2 (2023)
Basic set-up	• Integrate Single Sign-On (SSO) with Azure Active Directory (incl. MFA) • Integrate personnel and organizational tables from Unite Identity (which draws on other enterprise systems)	• Data integration of SAP tables and possibly additional tables in other enterprise systems to be determined

	• Configure the general properties of the instance • Create access roles and admin. access • Define external user access workflow to submit tickets • Design and configure the landing page of the enterprise portal • Design and configure the Mobile app • Standard translation configuration services	
Incident management	• Standard Application Configuration Services • Provide support/advice to the UN Secretariat team on the definition of global incident management processes. • Configure at least one regular incident process, a major incident process and a security incident process, incl. assignment and escalation based on different variables, categories, closure codes, status, priorities, etc. • Create up to 5 different views for different roles. • Set-up standard email notifications and a final user satisfaction survey • Integrate with 2 monitoring tools for incident creation (HP NNM, and MS SCOM) • Enable OOTB dashboards	• Provide assistance and knowledge transfer to the Secretariat team to assist with the creation of additional fields and further configuration • Integration with up to 3 additional monitoring tools for incident creation • Enable predictive intelligence capability to route the incidents.
Service request management	• Standard Application Configuration Services • Provide support/advice to the UN Secretariat team on the definition of global Service request management processes • Configure at least one high-level Service Request process incl. escalation, categories, closure codes, status, priorities, etc. • Configure Request, Request Item and Task forms, which will in some cases include drop-down fields, dynamic fields, check boxes, etc. • Configure approval workflows • Configure the variables related to 20-30 catalogue items. • Configure 20-30 workflows (same catalogue item can have different workflows), including approval workflows (may be sequential or parallel and occur at different stages of workflow) • Create up to 10 workflows to automate the provision of cloud resources (ITOM Optimization) to connect with AWS and Azure.	• Configure the variables related to additional catalogue items (50 to 70 in total). • Configure additional workflows (50 to 70 in total) (same catalogue item can have different workflows), including approval workflows (may be sequential or parallel and occur at different stages of workflow) • Create up to 20 workflows to automate the provision of cloud resources (ITOM Optimization) to connect with AWS and Azure. • Configure up to 10 workflows to automate operational tasks in Azure and AWS through the integration hub • Provide assistance and knowledge transfer to the Secretariat team to assist with the creation of variables and workflows

	• Provide assistance to UN Secretariat for the creation of additional variable and workflows. • Create up to 5 different views • Set-up of standard email notifications to clients, standard notifications to agents, and warnings to agents when approaching SLA deadlines • Configure a final user satisfaction survey	

Service catalogue	• Configure 20 – 30 catalogue items or record producers. Estimated
	   ◦ 30% are high complexity
	   ◦ 40% moderate complexity
	   ◦ 30% low complexity
	• Provide assistance and knowledge transfer to the Secretariat team to assist with the creation of additional catalog items
		• Configure 50 – 70 catalogue items
		
		• Provide assistance and knowledge transfer to the Secretariat team to assist with the creation of additional catalog items.

Service configuration management	• Standard Application Configuration Services • Provide support/advice to the UN Secretariat team on the definition of global service configuration management process. • Configure and troubleshoot the discovery of the devices in production environments of the EDCs (up to 2,600 servers and related devices) using ITOM Visibility • Configure and troubleshoot the discovery of the resources in Azure and AWS (up to 1,000) using ITOM Visibility. • Configure the service mapping to discover relationships of discovered Cis with services. • Define file templates (up to 10) for classes not discoverable or that cannot be integrated. • Implement/enable link between CMDB and Incident, Problem and Change management processes • Form(s) modification, with creation of up to 20 fields in total • Create up to 2 import sets and up to 2 transform maps to support the import of configuration items (CI) from a different source in a supported format	• Configure the discovery of all the devices in the EDCs not discovered in Phase 1 (up to a total of 9,500 servers and related devices) using ITOM Visibility • Create up to 3 additional import sets and up to 3 transform maps to support the import of configuration items (CI) from other sources in a supported format
Measurement and reporting	• Activate standard operational reports for each process • Create an estimated 5 new metrics • Create up to 3 custom reports • Provide assistance and knowledge transfer to the Secretariat team to create additional	• Configure a way to access ServiceNow data from other reporting tools and schedule daily refreshes • Create an estimated 10 additional new metrics

	measures/metrics and design custom reports	• Create up to 5 additional custom reports • Provide support and knowledge transfer to the Secretariat team to understand the data model
Service level management	• Provide support/advice to the UN Secretariat team on the definition of global service level management process • Configure up to 10 service level agreements and inactivity rules each for Incident and Problem Management • Define up to 10 service level agreements for service requests and • Configure up to ten SLA workflows and enable the Secretariat team to configure the additional SLA workflows Create time schedules with the business hours and holidays for the centralized teams and missions in scope of Phase 1. • Enable the Secretariat team to configure additional SLAs and schedules.	• Support UN Secretariat team on the creation of new SLAs and schedules for entities included in Phase 2.
Knowledge management	• Standard Application Configuration Services • Form modification, up to five new fields • Enable and configure one knowledge submission workflow and one lifecycle management process (incl. approvals, status, and review periods) • Configure notifications related to knowledge articles associated to the publishing process • Enable OOTB ability to rate and provide feedback to knowledge articles • Create one import set and a transform map to support the import of knowledge articles in a supported format (.csv, excel, pdf, SharePoint) • Establish up to five different knowledge bases (visibility) on roles or user types • Provide assistance and knowledge transfer to the Secretariat team to assist with the creation of knowledge articles, visibility rules and modify forms as needed	• Integrate the knowledge base with the ServiceNow virtual agent.
Chat bot		• Standard Application Configuration Services • Configure up to 5 OOTB chat scenarios and link chat to knowledge base • Provide assistance and knowledge transfer to the Secretariat team to configure additional scenarios

Change management	• Standard Application Configuration Services • Provide support/advice to the UN Secretariat team on the definition of global change management processes • Implement the defined change management processes (up to 2, local and global), covering in each case standard, normal and emergency changes Form modification, with creation of up to 10 new fields • Configure the standard change catalog and templates (up to 10) • Configure/enable integration with incidents, requests, and problems • Automate status changes in parent tickets related to changes when change is closed • Create assessment templates based on risk and impact. • Modify one (1) homepage leveraging OOTB Change reports	• Configure additional standard change catalog and templates (up to 80 in total)
Problem management	• Standard Application Configuration Services • Provide advice to UN Secretariat on the definition of the problem management processes • Form modification, up to 5 new fields • Configure 1 workflow and validation of workarounds • Implement the defined problem management processes (up to 2, for local and global support) • Configure integration with the knowledge management database, enabling publishing of known errors or workarounds as knowledge articles from the problems • Enable possibility to communicate workarounds with a click from the problem to all related incidents	
IT Asset Management (for Software)	• Configure integration with SCCM through Service Graph Connector to get software information from end user devices. • Ensure that the relevant software of the devices discovered through ITOM Visibility is available for ITSAM. • Provide support to UN Secretariat to populate contract information (up to 2 vendors) • Configure standard integrations and analytics, and publisher packs with main Software providers (up to 2 providers) • Configure software reclamation workflows for correction of non-compliance	• Provide support to UN Secretariat to populate remaining contracts' information • Configure standard integrations and analytics, and publisher packs with remaining main Software providers such as Microsoft, Oracle, VMware, Citrix and SAP

Release management	• Standard Application Configuration Services
	• Form modification, up to 5 new fields
	• Configure one release workflow

Additional workflows, form fields, SLAs, etc. would be configured by the UN Secretariat team based on the highlighted knowledge transfer.

3.2   Other requirements

In addition to the scope of work described above, the following other requirements and activities would also apply:

- ✓ Conduct a joint discovery phase with the UN Secretariat team to review and detail requirements and confer some basic knowledge about the tool to the team.

- ✓ Review of scope, requirements, methodology, milestones and resources with the UN Secretariat team.

- ✓ Develop a detailed project plan for the implementation activities and align on a sprint plan with the Secretariat team.

- ✓ Input into the development of a risk and issue register.

- ✓ Prepare training content, materials and provide training to of the technical Secretariat team:

  - o Provision of training of administrators, especially on specific set-up, configurations and customizations (if any) of the UN instance and related integrations. Separately from this SOW, official training for administrators and core IT support teams will be procured from ServiceNow directly.

  - o Training of trainers to the designated representatives of all different entities on the platform, its usage and the different configurations.

  - o Training of trainers for select business experts on simple changes and configurations of their own business processes and related objects (desirable– to be priced / outlined separately by implementing partner, if offered)

- ✓ Prepare user manuals.

- ✓ Prepare administration guide on the implementation of ServiceNow.

- ✓ Provide advice and support for the creation of materials for communications and organizational change management.

- ✓ For the configurations, provide prototype review sessions and conduct modifications of configurations as needed.

- ✓ Implementation document that documents all configurations, integrations and other set-ups in the system. Document is to be reviewed and approved by the UN Secretariat team before hand-over.

- ✓ Support go-live of the solution and provide early live support (Hypercare for 2 months, general support for 2 months)

- ✓ Handover of maintenance and support to the UN Secretariat and hand-over of comprehensive

finalized documentation.

4 Considerations

4.1 Implementing partner deliverables

The UN Secretariat expects that the responses to this RFI should be based around delivering the following:

1. Development services to complete the delivery of scope referenced in Section 3. It is expected that the following activities should be undertaken by the supplier to arrive at a cost per deliverable and within an agreed upon timeline.

    a. Confirm extent of scope (as described in Section 3 above) to achieve Go Live of ServiceNow Phase 1 by end of December 2022 and Go-Live of Phase 2 by the end of December 2023

    b. Provide information of the estimated costs per deliverable, estimates timelines and plans for implementation for reflecting each deliverable for Phase 1

    c. Provide information of the estimated costs per deliverable, estimates timelines and plans for implementation for each deliverable for Phase 2 separately

    d. Include the following activities in the scope of work and estimated costing provided in response for each of the phases;

        • Training and user manuals

        • UAT support (technical consultancy, fault fixes arising from testing)

        • Go Live support (environment preparation, code moves across Instances, etc)

        • Post Go Live support (Hypercare for 2 months, general support for 2 months)

2. Test Fix Support for scope referenced in Sections 3.2 and 3.3. The supplier is to assume responsibility and provide estimated costing for continuing to support through development and testing the entire pool of configurations and code which they have delivered to the UN Secretariat, since testing of certain items will continue through to Go Live.

3. Technical Support and Consultancy

    e. Knowledge Transfer to UN Secretariat team of configurations and code developed by the supplier and provision of full technical documentation.

    f. Expert technical support for UN Secretariat.

In their RFI response, the responding vendor should include details about the resources / team that will provide all the services under this SOW, including the interactions with external services or teams if applicable. Profiles of each of the resources, their capabilities and set-up should be described. Additionally, the responding vendors must highlight the modality of work – whether resources will be located onshore or offshore and their modes of interaction and progress monitoring with the UN Secretariat team.

4.2 Implementing partner requirements

It is desirable that the RFI responses include the following information:

- Minimum of 2 projects on ServiceNow implementation similar to the scope and done in the past 3 years.

- List two projects on ServiceNow implementation in the past 3 years with similar scope.

- Brief history and company's relevant years of experience in ServiceNow implementation projects.

- Experience in providing similar services to international or nonprofit organizations.

- Clients' satisfaction with services provided by the vendor in ServiceNow implementation projects similar to the scope. Three criteria are of particular relevance:

    1. Overall client satisfaction with project delivery

    2. Timeliness

    3. Staff turnover during contract

In the response, please indicate and detail how the following criteria, providing more information. For the experts / team to be provided to implement this project on the side of the implementing partner, please submit the typical or example CVs for the wider team structure and roles. Please make sure to also explain how the team would work with the UN Secretariat team. The roles in the response should as much as possible match with the general profiles listed below or otherwise be clearly defined:

- Engagement Manager/Project Manager

- Business Process Consultant

- Organizational Change Consultant

- Senior Deployment consultant / Technical Lead

- Deployment consultant / ServiceNow Implementer

The responding vendor should also provide estimate of the number of integration personnel that would be deployed at any given time and specify where the personnel would be stationed.

4.3 Assumptions

The UN Secretariat team will develop additional workflows, catalogue items, etc., after they have been transferred knowledge by the implementing partner. In that, it is of critical importance that the implementing partner transfers this knowledge on how to configure the system in the beginning to ensure the Secretariat team can drive further implementation in parallel with the implementing partner.

Supplier will be responsible for move of code into the Production instance.

4.4 Timeline

The UN Secretariat expects that the external partner will commit to delivering Phase 1 deliverables related to trainings and materials by October 2022, and Phase 2 deliverables and training related requirements by October 2023. This will enable Quality Assurance and User Acceptance Testing to be completed for one

month post-delivery by the Secretariat team before Go-Live. Project closure, documentation and post-go-live support will follow thereafter as detailed above.

5   Project success factors

On-Time implementation

This project will transition the UN Secretariat from its legacy Siebel-based Case Management system, many locally build applications that complement the Siebel implementation, and the HP Service Manager and HP Universal CMDB to a single next generation cloud-based platform, which covers a broader scope, is configuration-based and globally standardized and provides better features and opportunities, avoiding the need to build additional applications.

There is the expectation that the Phase 1 implementation of ServiceNow should be rolled out in 2022 to the clients in scope, and the case management component – with at least the service scope covered in the current Siebel platform, will go live to all Secretariat personnel in December 2023. This timeline includes UAT and Training, hence the need to complete configuration and coding work beforehand, at latest by October 2023.

Quality

The Secretariat expects that the chosen partner will adopt and use appropriate configuration and coding standards during all configuration and development work. Initial standards will be agreed upon during the discovery phase and detailing of requirements with the UN Secretariat team.

It is in addition expected that the chosen partner will adopt and use configuration and coding Best Practice in all areas of the configuration and development.

Performance

The ServiceNow system has to work effectively in all locations in which the UN Secretariat operates globally. This includes locations which frequently or permanently experience poor network quality and/or low bandwidth. The design of the workflows and processes must take this into account and should aim for 'light' data flow and limited processing at the 'front end'.

The Secretariat will audit the configurations and code for poor practices which may impact system performance and will require the chosen partner to remediate such configurations and code at no additional cost, before Phase 1 and Go-Live during Phase 2 rollout, respectively. There should be no impact on UAT, Training and Go Live activities due to such remediations. In exceptional cases, the partner will be allowed to effect remediations Post-Go-Live, but this will require the express approval of the Secretariat governance board and recommendation by the Secretariat Project Manager.

Usability

The overall look-and-feel, set-up of the portal, and its related features and templates will be agreed upon with the UN Secretariat team and implemented accordingly. At the end of Phase 1, the Secretariat will evaluate and correct usability and 'look and feel' aspects for processes which have already been

configured and developed and will then issue standards to be adopted by the chosen partner for help text and knowledge article presentation during remaining configuration and development work.

Ease of maintenance and upgrades

The Secretariat intends to operate ServiceNow long-term so fully expects the need to upgrade to new releases of ServiceNow for all modules to be implemented.

Configuration and coding standards to be adopted by the chosen partner must include concepts and features which aid developers in maintaining (amending, fixing and upgrading) the system, both during and after live deployment. Examples include ensuring that functions are reusable not one-time declarations, using correct naming standards, etc. The implementing partner should share a list of initial standards to be adopted in configuration and coding standards with the Secretariat prior to finalizing contractual negotiations; these will then be reviewed and aligned on jointly and referenced in the contractual agreement.

Knowledge transfer

Since the UN Secretariat will develop a large part of the specific catalogue items, related workflows, variables, SLAs, etc., especially in Phase 2, it is critical that the supplier provides full knowledge transfer on all technical details required by developers, both for new configurations and code, and from a code maintenance perspective in a timely and holistic manner.

Request for Information (RFI) – Annex B: Estimated resource requirements

In the tables below, please provide detailed budgetary resource estimates in terms of profiles and capabilities required, length of engagement and overall (budgetary) cost estimates to deliver specific packages.

PHASE 1 SCOPE

Topic / practice	Scope: Phase 1 (2022)	Resources and their capabilities (profiles) provided to implement this package	Estimated length of engagement for implementation	Budgetary cost estimate for the implementation of the package from your side
Basic set-up	• Integrate Single Sign-On (SSO) with Azure Active Directory (incl. MFA) • Integrate personnel and organizational tables from Unite Identity (which draws on other enterprise systems) • Configure the general properties of the instance • Create access roles and admin. access • Define external user access workflow to submit tickets • Design and configure the landing page of the enterprise portal • Design and configure the Mobile app • Standard translation configuration services •			
Incident management	• Standard Application Configuration Services • Provide support/advice to the UN Secretariat team on the definition of global incident management processes. • Configure at least one regular incident process, a major incident process and a security incident process, incl. assignment and escalation based on different variables, categories, closure codes, status, priorities, etc. • Create up to 5 different views for different roles. • Set-up standard email notifications and a final user satisfaction survey			

	• Integrate with 2 monitoring tools for incident creation (HP NNM, and MS SCOM) • Enable OOTB dashboards			
Service request management	• Standard Application Configuration Services • Provide support/advice to the UN Secretariat team on the definition of global Service request management processes • Configure at least one high-level Service Request process incl. escalation, categories, closure codes, status, priorities, etc. • Configure Request, Request Item and Task forms, which will in some cases include drop-down fields, dynamic fields, check boxes, etc. • Configure approval workflows • Configure the variables related to 20-30 catalogue items. • Configure 20-30 workflows (same catalogue item can have different workflows), including approval workflows (may be sequential or parallel and occur at different stages of workflow) • Create up to 10 workflows to automate the provision of cloud resources (ITOM Optimization) to connect with AWS and Azure. • Provide assistance to UN Secretariat for the creation of additional variable and workflows. • Create up to 5 different views • Set-up of standard email notifications to clients, standard notifications to agents, and warnings to agents when approaching SLA deadlines • Configure a final user satisfaction survey			

Service catalogue	• Configure 20 – 30 catalogue items or record producers. Estimated
	   o 30% are high complexity
	   o 40% moderate complexity
	   o 30% low complexity
	• Provide assistance and knowledge transfer to the Secretariat team to assist with the creation of additional catalog items			

Service configuration management	• Standard Application Configuration Services • Provide support/advice to the UN Secretariat team on the definition of global service configuration management process.			

	• Configure and troubleshoot the discovery of the devices in production environments of the EDCs (up to 2,600 servers and related devices) using ITOM Visibility • Configure and troubleshoot the discovery of the resources in Azure and AWS (up to 1,000) using ITOM Visibility. • Configure the service mapping to discover relationships of discovered Cis with services. • Define file templates (up to 10) for classes not discoverable or that cannot be integrated. • Implement/enable link between CMDB and Incident, Problem and Change management processes • Form(s) modification, with creation of up to 20 fields in total • Create up to 2 import sets and up to 2 transform maps to support the import of configuration items (CI) from a different source in a supported format			
Measurement and reporting	• Activate standard operational reports for each process • Create an estimated 5 new metrics • Create up to 3 custom reports • Provide assistance and knowledge transfer to the Secretariat team to create additional measures/metrics and design custom reports			
Service level management	• Provide support/advice to the UN Secretariat team on the definition of global service level management process • Configure up to 10 service level agreements and inactivity rules each for Incident and Problem Management • Define up to 10 service level agreements for service requests and • Configure up to ten SLA workflows and enable the Secretariat team to configure the additional SLA workflows Create time schedules with the business hours and holidays for the centralized teams and missions in scope of phase 1. • Enable the Secretariat team to configure additional SLAs and schedules.			
Knowledge management	• Standard Application Configuration Services • Form modification, up to five new fields			

	• Enable and configure one knowledge submission workflow and one lifecycle management process (incl. approvals, status, and review periods) • Configure notifications related to knowledge articles associated to the publishing process • Enable OOTB ability to rate and provide feedback to knowledge articles • Create one import set and a transform map to support the import of knowledge articles in a supported format (.csv, excel, pdf, SharePoint) • Establish up to five different knowledge bases (visibility) on roles or user types • Provide assistance and knowledge transfer to the Secretariat team to assist with the creation of knowledge articles, visibility rules and modify forms as needed			
Change management	• Standard Application Configuration Services • Provide support/advice to the UN Secretariat team on the definition of global change management processes • Implement the defined change management processes (up to 2, local and global), covering in each case standard, normal and emergency changes Form modification, with creation of up to 10 new fields • Configure the standard change catalog and templates (up to 10) • Configure/enable integration with incidents, requests, and problems • Automate status changes in parent tickets related to changes when change is closed • Create assessment templates based on risk and impact. • Modify one (1) homepage leveraging OOTB Change reports			
Problem management	• Standard Application Configuration Services • Provide advice to UN Secretariat on the definition of the problem management processes • Form modification, up to 5 new fields • Configure 1 workflow and validation of workarounds • Implement the defined problem management processes (up to 2, for local and global support)			

	• Configure integration with the knowledge management database, enabling publishing of known errors or workarounds as knowledge articles from the problems • Enable possibility to communicate workarounds with a click from the problem to all related incidents			
IT Asset Management (for Software)	• Configure integration with SCCM through Service Graph Connector to get software information from end user devices. • Ensure that the relevant software of the devices discovered through ITOM Visibility is available for ITSAM. • Provide support to UN Secretariat to populate contract information (up to 2 vendors) • Configure standard integrations and analytics, and publisher packs with main Software providers (up to 2 providers) • Configure software reclamation workflows for correction of non-compliance			
Release management	• Standard Application Configuration Services • Form modification, up to 5 new fields • Configure one release workflow			

PHASE 2 SCOPE

Topic / practice	Detailed scope: Phase 2 (2023/24)	Resources and their capabilities (profiles) provided to implement this package	Estimated length of engagement for implementation	Total costs for the implementation of the package from your side
Basic set-up	• Data integration of SAP tables and possibly additional tables in other enterprise systems - to be determined			
Incident management	• Provide assistance and knowledge transfer to the Secretariat team to assist with the creation of additional fields and further configuration • Integration with up to 3 additional monitoring tools for incident creation • Enable predictive intelligence capability to route the incidents.			
Service request management	• Configure the variables related to additional catalogue items (50 to 70 in total). • Configure additional workflows (50 to 70 in total) (same catalogue item can have different workflows), including approval workflows (may be sequential or parallel and occur at different stages of workflow) • Create up to 20 workflows to automate the provision of cloud resources (ITOM Optimization) to connect with AWS and Azure. • Configure up to 10 workflows to automate operational tasks in Azure and AWS through the integration hub • Provide assistance and knowledge transfer to the Secretariat team to assist with the creation of variables and workflows			
Service catalogue	• Configure 50 – 70 catalogue items • Provide assistance and knowledge transfer to the Secretariat team to assist with the creation of additional catalog items.			
Service configuration management	• Configure the discovery of all the devices in the EDCs not discovered in phase 1 (up to a total of 9,500 servers and related devices) using ITOM Visibility • Create up to 3 additional import sets and up to 3 transform maps to support the import of			

	configuration items (CI) from other sources in a supported format			
Measurement and reporting	• Configure a way to access ServiceNow data from other reporting tools and schedule daily refreshes • Create an estimated 10 additional new metrics • Create up to 5 additional custom reports • Provide support and knowledge transfer to the Secretariat team to understand the data model			
Service level management	• Support UN Secretariat team on the creation of new SLAs and schedules for entities included in phase 2.			
Knowledge management	• Integrate the knowledge base with the ServiceNow virtual agent.			
Chat bot	• Standard Application Configuration Services • Configure up to 5 OOTB chat scenarios and link chat to knowledge base • Provide assistance and knowledge transfer to the Secretariat team to configure additional scenarios			
Change management	• Configure additional standard change catalog and templates (up to 80 in total)			
IT Asset Management (for Software)	• Provide support to UN Secretariat to populate remaining contracts' information • Configure standard integrations and analytics, and publisher packs with remaining main Software providers such as Microsoft, Oracle, VMware, Citrix and SAP			