**Request for Proposal (RFP) for ServiceNow Implementation**

**Issued by:** GreenTech Appliances **Date:** February 5th, 2025 **Contact:** Maria Garcia, Director of IT, [email address removed]

**1. Introduction**

GreenTech Appliances is a rapidly growing manufacturer of energy-efficient home appliances, based in Austin, Texas. We are committed to sustainability and innovation, and we are seeking a qualified and experienced ServiceNow implementation partner to help us streamline our IT service management (ITSM) processes and enhance our overall operational efficiency.

**2. Company Background**

GreenTech Appliances has experienced significant growth in recent years, and our existing IT infrastructure and support processes are struggling to keep pace. We need a robust and scalable ITSM solution that can support our continued expansion and provide exceptional service to our employees and customers.

**3. Project Objectives**

The primary objectives of this ServiceNow implementation project are to:

* **Improve IT service delivery:** Implement ServiceNow ITSM to streamline incident management, request fulfillment, and problem management processes.
* **Enhance customer satisfaction:** Provide a user-friendly self-service portal for employees and customers to access IT support and information.
* **Increase IT efficiency:** Automate workflows, reduce manual tasks, and optimize resource allocation within the IT department.
* **Gain better visibility:** Gain insights into IT service performance, identify trends, and make data-driven decisions to improve service quality.

**4. Scope of Work**

The selected implementation partner will be responsible for:

* **Needs assessment:** Conduct a thorough assessment of our current IT service management processes and requirements.
* **Solution design:** Design a ServiceNow solution that meets our specific needs, including core ITSM modules (incident, problem, change, request, knowledge), self-service portal customization, and potential integrations with existing systems.
* **System configuration:** Configure the ServiceNow platform according to the agreed-upon design.
* **Data migration:** Migrate relevant data from our existing systems to ServiceNow.
* **Development and customization:** Develop any necessary customizations or integrations to meet our specific requirements.
* **User training:** Develop and deliver comprehensive training programs for IT staff and end-users.
* **Go-live support:** Provide on-site support during the go-live phase and ensure a smooth transition.
* **Post-implementation support:** Offer ongoing support and maintenance services.

**5. Deliverables**

The following deliverables are expected from the implementation partner:

* **Needs assessment report:** A detailed document outlining our current ITSM processes, requirements, and pain points.
* **Solution design document:** A comprehensive design document specifying the proposed ServiceNow solution.
* **Implementation plan:** A detailed project plan with timelines, milestones, and resource allocation.
* **Configured ServiceNow instance:** The fully configured ServiceNow instance, ready for deployment.
* **Training materials:** User manuals, training guides, and online tutorials for all relevant ServiceNow modules and functionalities.
* **Support documentation:** Comprehensive documentation of the implemented solution.

**6. Timeline**

The project is expected to be completed within 6 months from the date of contract signing.

**7. Proposal Requirements**

Interested vendors should submit a proposal that includes the following information:

* **Company profile:** An overview of the vendor's experience, expertise, and qualifications.
* **Proposed solution:** A detailed description of the vendor's proposed approach to meeting our requirements.
* **Implementation methodology:** A clear explanation of the vendor's implementation methodology and project management approach.
* **Project team:** Information about the proposed project team members and their relevant ServiceNow experience and certifications.
* **Pricing and payment terms:** A detailed breakdown of the project costs and proposed payment schedule.
* **References:** Contact information for at least three client references for ServiceNow implementations.

**8. Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

* **Understanding of our needs:** Demonstrated understanding of our IT service management requirements and challenges.
* **Proposed solution:** Completeness and feasibility of the proposed ServiceNow solution.
* **Implementation methodology:** Clarity and effectiveness of the proposed implementation methodology.
* **Experience and expertise:** Relevant experience in implementing ServiceNow ITSM solutions, particularly in rapidly growing companies.
* **Project team:** Qualifications and experience of the proposed project team, including ServiceNow certifications.
* **Pricing:** Competitiveness of the proposed pricing.
* **References:** Feedback from client references.

**9. Submission Deadline**

Proposals must be submitted electronically to [email address removed] by [Date].

**10. Questions**

All questions regarding this RFP should be directed to Maria Garcia at [email address removed].

We look forward to receiving your proposals.