



DATE: 7/1/24

TO: Robert Gleason, Director, Purchasing Division

THRU: Domenic DiLullo, Chief Information Officer, Enterprise Technology

FROM: Del Harper, Infrastructure System Manager, Enterprise Technology

PROJECT TITLE: Ivanti's Cherwell Software Replacement

REQUISITION NO. ETS0003215

SOURCE/BRAND NAME: ServiceNow ITSM Professional

SOLE SOURCE/SOLE BRAND/ONLY ONE REASONABLE SOURCE REQUEST

- SOLE SOURCE SOLE BRAND ONLY ONE REASONABLE SOURCE

I. REQUEST: Provide a description of the features of the product/service or Scope of Work.

Enterprise Technology Services (ETS) seeks to establish a procurement contract under the recommended approval of an Only One Reasonable Sole Brand designation of ServiceNow's (SNOW) IT Service Management (ITSM) Professional software, support, subscriptions, and product services. Using a variety of options far surpassing any other ITSM software, this product remains the only software available to meet the County's current requirements, and the future needs to serve the best interests of the County.

The product shall replace the end of sale/support Ivanti's Cherwell Service Management (CSM) software with an announced date of December 31, 2026. ETS, Human Services, BSO, Libraries, Parks, ORCAT, Public Communications, and Facilities all use CSM software for their Helpdesk and ticketing needs fulfilling Incident ticketing, Change Control, Configuration, and Problem Management. ServiceNow remains the only

II. JUSTIFICATION: Please check all boxes that describe your reason(s) for determining that only one source or brand is reasonably available.

Sole Source/Uniqueness

- Proprietary Item - this vendor/source has the only rights to provide this service or commodity. A letter from the manufacturer or authorizing entity is included in this request.
- Technology Improvements - updates or upgrades to an existing system, software, software as a service (SaaS), hardware purchases.
- Engineering Direction - engineering drawing or specification identifies product; "no substitutes or equivalents will be acceptable."
- Only qualified supplier - reliability and maintainability of the product or service would be degraded unless specified supplier is used; may void warranty. This request includes a copy of the current warranty information.

Other/or Additional information - the County requires this sole source purchase for the following reasons.

Business Case (Only One Reasonable-Source¹ or Only One Reasonable Brand)

- Operational Compatibility - replacement parts from alternate suppliers are not interchangeable with original part and causes equipment incompatibility. Previous findings and/or documentation is included with this request.
- Ease of Maintenance - maintenance or retooling prohibits competition. Section III, Comparative Market Research includes estimated costs associated with changing current source and/or brand.
- Follow-On - potential for continued development or enhancement with same supplier and eliminates costs incurred by using different supplier. Section III, Comparative Market Research includes estimated costs for replacing current or existing system.
- Complies with existing community and safety standards, and/or laws, rules, and regulations.
- Other/or additional information - using this only one reasonable source, only one reasonable brand purchase benefits the County for the following reasons:

Agencies across the County have expressed a need for the variety of modules found in the ServiceNow portfolio. The Water & Wastewater Services Division utilizes SNOW IT Operation Management products to oversee their help desk and operations workflow. The Aviation Department expressed a strong interest in replacing their current ITSM product, specifically with ServiceNow. The current ITSM platform in use by Aviation lacks the capabilities found in ServiceNow and can no longer keep pace with their growing needs for expanded services management. ServiceNow remains the only ITSM having an ability to directly connect and interact with Microsoft Azure. ServiceNow has a direct interface into the County's security SIEM product, no other ITSM contains this ability.

III. COMPARATIVE MARKET RESEARCH: Provide a detailed source or market analysis for justification of sole source/brand or most reasonable source (attach extra sheets as needed).

Estimated project value: \$5,000,000 Contract length (if applicable): 5 Years

Has this commodity or service been previously provided to the County? Yes No

If yes, provide the following and attach any supporting documentation (e.g., previous approved memoranda):

Vendor name and date Carahsoft - GSA 47QSW Method of Procurement Sole Brand

What is the current contract (Procurement Catalog) or purchase order number? TEC2125111G1_1

Expenditures to date: WWS - \$300,000

Will this procurement utilize any local/state/federal grant funding? Yes No

If yes, attach any supporting documentation (e.g., grant agreement).

If this is a sole brand, is there an "authorized" dealers/resellers list? Yes No

If yes, provide the manufacturer's "authorized" dealers/resellers list.

¹ Commonly known as Most Reasonable Source

Cost/Benefit Analysis: What would the cost be to utilize an alternate vendor or source? This explanation should include the savings and/or additional costs to the County by not using the preferred vendor or source. Attach additional sheets if needed.

ETS requires a replacement of Cherwell Service Management, soon unsupported, with maintenance and sales scheduled to end on December 31, 2026. Water & Wastewater Services (WWS) integrated ServiceNow several years ago for various IT services, including service management, asset tracking, workflow coordination, and analytics. The Aviation Department utilizes SolarWinds IT Service Desk system and expressed challenges with outmoded feature set.

Recognized by Gartner (four studies) and Forrester as a leader (eight studies) in the most categories of any other ITSM, ServiceNow remains solely in the role of most recommended ITSM. As the sole leader of ITSM,

CERTIFICATION: I have thoroughly researched the sole source, sole brand, only one reasonable source, or only one reasonable brand justification and fully understand the implications of Section 838.22 of the Florida Statutes:

(2) "It is unlawful for a public servant or a public contractor who has contracted with a governmental entity to assist in a competitive procurement to knowingly and intentionally obtain a benefit for any person or to cause unlawful harm to another by circumventing a competitive solicitation process required by law or rule through the use of a sole-source contract for commodities or services".

(5) "Any person who violates this section commits a felony of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084".

Del Harper		Digitally signed by DELBERT HARPER Date: 2024.07.01 09:59:29 -04'00'	7/1/24
REQUESTOR/EVALUATOR (PRINT)	REQUESTOR/EVALUATOR (SIGN)		DATE
Domenic, DiLullo	Domenic DiLullo	Digitally signed by Domenic DiLullo Date: 2024.07.01 11:13:48 -04'00'	7/1/24
DEPT/DIV DIRECTOR OR DESIGNEE (PRINT)	DEPT/DIV DIRECTOR OR DESIGNEE (SIGN)		DATE

PURCHASING DIVISION USE ONLY

The Purchasing Agent has reviewed the request and has completed the required due diligence per the Procurement Code Section(s) 21.25 and 21.26. The Purchasing Agent recommends the following:

- Sole Source
 Sole Brand
 Only One Reasonable Source/Brand²
 Reject
 Authorization to Negotiate
 Standardization
 Board Award

Attachments

- Request for Information
 Previous Approved Documentation
 Vendor Letter

² As per Florida Statute 287.057(3)(c), FLL projects valued ≥\$325,000 require 15 business day posting of intended sole source designation

Additional Information (e.g., Number, opening date, # of responses, Agency reviewed yes/no):

Due to the character limitations in the above fillable text fields, refer to the Expanded Sections - Sole Source/Brand Memo attachment for complete information; And, refer to the Purchasing Agent Review Information attachment for Purchasing Agent analysis and recommendation.

Purchasing Agent Signature:

MICHAEL
MULLEN

Digitally signed by
MICHAEL MULLEN
Date: 2024.10.22
15:23:08 -04'00'

Reviewer Title: Purchasing Manager

Reviewer Signature: *Danea Cohen-Ebanks*

Digitally signed by DANEA
COHEN-EBANKS,
PURCHASING MANAGER
Date: 2024.10.22 21:21:10 -04'00'

APPROVAL AUTHORITY

APPROVED

DISAPPROVED

REASON/SUGGESTED ACTION (IF DISAPPROVED):

Review for potentially longer term (ex. add renewal terms).

Title:

Signature: Constance Mangan,
Asst. Director, on
behalf of

Digitally signed by Constance
Mangan, Asst. Director, on behalf of
Date: 2024.10.29 10:58:06 -04'00'

Expanded Sections – Sole Source/Sole Brand Memo

ServiceNow IT Service Management Software, Support, Subscriptions, and Product Services

I. Request:

Enterprise Technology Services (ETS) seeks to establish a procurement contract under the recommended approval of an Only One Reasonable Sole Brand designation of ServiceNow's (SNOW) IT Service Management (ITSM) Professional software, support, subscriptions, and product services. Using a variety of options far surpassing any other ITSM software, this product remains the only software available to meet the County's current requirements, and the future needs to serve the best interests of the County.

The product shall replace the end of sale/support Ivanti's Cherwell Service Management (CSM) software with an announced date of December 31, 2026. ETS, Human Services, BSO, Libraries, Parks, ORCAT, Public Communications, and Facilities all use CSM software for their Helpdesk and ticketing needs fulfilling Incident ticketing, Change Control, Configuration, and Problem Management. ServiceNow remains the only software to fit a vital role in delivering services to County departments, agencies, and its citizens. ServiceNow already fulfills the need of the Water & Wastewater Services Division, and the Aviation Department concurs with ServiceNow as an identified replacement product.

II. Justification, Business Case:

Agencies across the County have expressed a need for the variety of modules found in the ServiceNow portfolio. The Water & Wastewater Services Division utilizes SNOW IT Operation Management products to oversee their help desk and operations workflow. The Aviation Department expressed a strong interest in replacing their current ITSM product, specifically with ServiceNow. The current ITSM platform in use by Aviation lacks the capabilities found in ServiceNow and can no longer keep pace with their growing needs for expanded services management. ServiceNow remains the only ITSM having an ability to directly connect and interact with Microsoft Azure. ServiceNow has a direct interface into the County's security SIEM product, no other ITSM contains this ability.

ServiceNow (SNOW) offers a cloud based ITSM platform designed with the following features:

- ServiceNow offers over 185+ native application connectors such as PeopleSoft, AWS Services, Azure Cloud products, Microsoft products (such as Exchange, Entra, One Drive, SCCM, SharePoint, and Teams), and Oracle products. No other product matches the capabilities to directly interface into disparate systems.
- ServiceNow provides a wide variety of offerings (over 170+ products) specific to industry sectors (such as Education, Government, Financial Services, Service Providers, Telecommunication, Media, and Technology). These products include IT Service Management, IT Operations Management, HR Service Delivery, Workplace Service Delivery, Customer Service Management, Field Service Management, App Engine, Automation Engine Strategic Portfolio Management, IT and Enterprise Asset Management, Platform Encryption, Security Operations, and Telecommunications Service Management, and Inventory. No other platform in the ITSM space offers this capability.

- ServiceNow is an industry leader in AI, earning a Forrester Leader rating in Process-Centric AI for IT Operations. GenAI capabilities continue with increased integration into every workflow on the "Now" Platform. With the County's growth in the number of digital services, an expected increase in the number of incident requests, (employees and customers) may use a variety of ServiceNow self-service options relying on future Generative AI, to improve the ability of understanding user intent, provide knowledge from the data on the Now Platform, and generate proper responses for resolution. Embedded within, and continuing to grow, ServiceNow supports AI integrated services, a feature not available in most ITSM products.
- ServiceNow supports a comprehensive API catalog supporting ongoing development and seamless integration to an extensive set of applications. With existing County custom applications and services, this provides the greatest range of any ITSM. ServiceNow maintains a supportive AI Large Language Model (LLM) knowledge base aiding users and technical staff in finding solutions and information.
- ServiceNow, named as a leader in Low-Code Application Platform, provides an "App Engine Studio and Creator Workflow," allowing for the safe and efficient scaling of cross-enterprise applications. The App Engine employs a large variety of out-of-the-box components and templates. This feature serves the best interests of the County where multiple agencies begin to acquire the knowledge across a standardized platform, an option never experienced by County IT agencies.

III. Comparative Market Research, Cost/Benefit Analysis:

ETS requires a replacement of Cherwell Service Management, soon unsupported, with maintenance and sales scheduled to end on December 31, 2026. Water & Wastewater Services (WWS) integrated ServiceNow several years ago for various IT services, including service management, asset tracking, workflow coordination, and analytics. The Aviation Department utilizes SolarWinds IT Service Desk system and expressed challenges with outmoded feature set.

Recognized by Gartner (four studies) and Forrester as a leader (eight studies) in the most categories of any other ITSM, ServiceNow remains solely in the role of most recommended ITSM. As the sole leader of ITSM, Walmart, Amazon and the Department of Defense are customers who standardized on their product line. Statistically, 90% of Fortune 500 companies use ServiceNow capturing \$5.5 billion dollars in revenue last year (2023) employing over 24,000 employees. ServiceNow began in 2003 and amassed 6,200 enterprise customers. Cost benefits include a transition to subscription-based services, volume discounts across County agencies, and the deprecation of localized hardware capital purchases and operational costs related to data center footprint. As a Reasonable Sole Brand, ServiceNow provides the best value to serve the interests of the County.

Purchasing Agent Review Information

ServiceNow IT Service Management Software, Support, Subscriptions, and Product Services

The Enterprise Technology Services Division (ETS) is seeking ServiceNow IT Service Management Professional Software, Support, Subscriptions, and Product Services on a Sole Brand basis for using agencies that currently use or have expressed interest in using ServiceNow products and services. ServiceNow will replace the current solution, Cherwell Service Management (CSM) from manufacturer Ivanti, Inc., due to end of life of the CSM solution.

A Request for Information/Notice of Intent to Designate Sole Source/Sole Brand (RFI) No. TEC2128830F1, ServiceNow Software, Support, and Maintenance was issued from August 19-26, 2024. Two vendors, EPSoft Technologies, Inc. (EPSoft), and Cnergy Global Solutions, LLC (Cnergy) responded to the RFI and were provided to the using agency for review. EPSoft provided a detailed response stating they can meet or exceed the requirements as outlined in the RFI but did not include any specific documentation regarding their proposed solution. On September 5, 2024, the Purchasing Agent requested EPSoft to provide additional documentation of their proposed solution, but the vendor did not provide any response. ETS provided a response regarding EPSoft stating that no specific IT Service Management product was offered, and the vendor's model was a framework to build proprietary systems. ETS provided a response regarding Cynergy stating vendor providing implementation, and support and maintenance services for ServiceNow products, but no alternative product offered.

Per the Procurement Code, Section 21.26(b), the Purchasing Agent affirms this request is the subject of an RFI, and the required due diligence has been completed.

This Sole Brand request is being recommended for approval in the estimated value of \$5,000,000 for a potential five-years. An agenda item will be presented to the Board for the Sole Brand approval and a subsequent competitive solicitation.

RFI TEC2128830F1 – SERVICE NOW ONLY REASONABLE SOLE BRAND

RESPONSE

After review of the submissions in response to RFI TEC2128830F1 for the Sole Brand Designation of ServiceNow products, I am providing my feedback on the submissions:

Vendor	Response
<p>Epssoft</p>	<p>The vendor supplied one case study in the supporting attachment (cs-city-of-raleigh.pdf) for a ServiceNow ITSM implementation in Raleigh, NC. No competing product was proposed, and no functionality or rating comparisons were provided.</p> <p>09/06/2024 – Upon review of services provided by Epssoft, their business model promotes services using robotic process automation (RPA) and business process automation (BPA). The business process automation toolset identifies tasks across a wide variety of business lines and then builds the automated blocks. This model provides a framework to build out any number of proprietary solutions. There was no indication of a specific ITSM product. This greatly differs from the offering of ServiceNow who as part of their offerings, provide a dedicated solution for Helpdesk/Service desk needs.</p> <p>The case study mentioned by Epssoft did not mention who the vendor was that performed the services. The study indicates Comline SE, a European company performed the work. The possibility remains that Epssoft performed sub-contracting on this engagement for Comline SE.</p>
<p>CnergyPro</p>	<p>The vendor’s submission concentrated on offering services for the implementation of ServiceNow products. No competing product was proposed.</p> <p>09/06/2024 – Upon review, CnergyPro submitted their response only as an integrator for ServiceNow further indicating the use of ServiceNow as a Sole Brand product. CnergyPro may be a viable vendor as the integrator meeting the needs of ETS to migrate from the current platform to ServiceNow.</p>

Following this review, it is evident that selecting ServiceNow software as the replacement for the County’s current IT Service Management tools is in the County’s best interest.

EPSoft

Bid Contact **Bhargav Mandava** Address **1303 W Walnut Hill Ln. Ste 260, Irving, TX 75038**
rftadmin@epssoftinc.com
Ph 844437763 **irving, TX 75038**

Bid Notes **Ability to Supply the Required Commodities or Contractual Services**
1. Comprehensive ITSM and Operations Software Suite:

Platform Coverage: Epssoft Technologies offers a comprehensive ITSM and Operations software suite that includes all the product sets required by Broward County. Our solution covers IT Service Management, IT Operations Management, HR Service Delivery, Workplace Service Delivery, Integration Hub, Customer Service Management, Field Service Management, App Engine, Automation Engine, Strategic Portfolio Management, IT and Enterprise Asset Management, Platform Encryption, Security Operations, Telecommunications Service Management, and Inventory.

Compliance with Specifications: Our solution aligns with the Countyâ€™s requirements by providing a unified platform for cost containment, training efficiencies, and an enterprise knowledge base. Our platform also integrates seamlessly with various applications used by the County, ensuring smooth operations across multiple agencies.

2. Native Application Connectors:

Extensive Compatibility: Our platform supports over 200 native application connectors, which exceed the 185+ required by Broward County. This includes integration with PeopleSoft Asset, Finance, and Human Capital Management modules, AWS Services, Azure Cloud products, Microsoft Exchange, Entra, One Drive, SCCM, SharePoint, Teams, and Oracle products. Our connectors are built to facilitate seamless interoperability between different systems, ensuring that all County departments can work efficiently.

3. Advanced AI and GenAI Capabilities:

AI Integration: Epssoft Technologies integrates advanced Artificial Intelligence (AI) and Generative AI (GenAI) capabilities across our ITSM and Operations software. These features enhance workflow automation, self-service options, and incident resolution processes. As Broward County anticipates growth in digital services, our AI tools are designed to handle increased volumes of incident requests while providing intelligent, data-driven responses.

4. Comprehensive API Catalog and Low-Code Platform:

API and Integration Support: Our solution includes a comprehensive API catalog that supports ongoing development and seamless integration with Broward Countyâ€™s existing applications. Additionally, our Low-Code Application Platform provides tools for creating and scaling cross-enterprise applications, ensuring that the County can efficiently deploy new functionalities across its agencies.

Documentation Supporting Our Capabilities

We have attached detailed documentation that substantiates our ability to meet and exceed the specification requirements stated by Broward County. This includes:

Case studies showcasing our successful deployments of similar solutions.

Technical specifications of our platform and its various modules.

Documentation of our integration capabilities with the required applications.

Epssoft Technologies LLC is fully capable of supplying the required commodities and contractual services as described in the notice. We believe our solution offers a viable alternative to the proposed Sole Source/Sole Brand designation and would be happy to discuss our capabilities further or provide a demonstration.

Thank you for your consideration.

Item #	Line Item	Notes	Unit Price	Qty/Unit	Attch. Docs
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TEC2128830F1-01-01 Request for Information - **Supplier Product Code:** **First Offer -** 1 / contract **Y**

Supplier Notes:

Dear Director of Purchasing,
1. Interested Party:
Epssoft Technologies LLC
2. Detailed Explanation:
Epssoft Technologies LLC appreciates the opportunity to respond to Broward County's RFI/Notice of Intent to Designate Sole Source/Sole Brand for ServiceNow™s IT Service Management (ITSM) and Operations software. As a trusted provider of comprehensive IT solutions, we believe our capabilities align well with Broward County's needs and can offer a competitive alternative to the proposed sole source designation.
Native Application Connectors:
Our platform supports an extensive range of native application connectors, exceeding 185+ as required by Broward County. This includes seamless integration with PeopleSoft Asset, Finance, and Human Capital Management modules, as well as AWS Services, Azure Cloud products, Microsoft Exchange, Entra, One Drive, SCCM, SharePoint, Teams, and Oracle products. Our connectors are designed for robust performance, ensuring smooth operations across the County's™s diverse systems.
Comprehensive Product Sets:
Epssoft Technologies offers a full suite of ITSM, IT Operations Management, HR Service Delivery, Workplace Service Delivery, Integration Hub, Customer Service Management, Field Service Management, App Engine, Automation Engine Strategic Portfolio Management, IT and Enterprise Asset Management, Platform Encryption, Security Operations, Telecommunications Service Management, and Inventory services. Our solutions are tailored to meet the specific requirements of large governmental entities, ensuring standardized operations, cost containment, and efficient maintenance across multiple agencies.
AI and GenAI Integration:
Our platform is equipped with

Broward County Board of
County Commissioners

TEC2128830F1

advanced Artificial Intelligence (AI) and Generative AI (GenAI) capabilities, which are integral to every workflow within our solution. As Broward County expands its digital services, our AI-enhanced features will efficiently manage the anticipated increase in incident requests. Our AI tools are designed to understand user intent, provide knowledge from existing data, and generate accurate responses for resolution, enhancing both employee and customer experiences.

API Catalog and Low-Code Platform:
We offer a comprehensive API catalog that supports ongoing development and seamless integration with Broward County's existing applications. Additionally, our Low-Code Application Platform features an App Engine Studio, Creator Workflow, and Integration Hub, allowing for efficient scaling and customization of cross-enterprise applications. Our platform includes a variety of out-of-the-box components and templates, facilitating a smooth transition and knowledge acquisition across the County's agencies.

Supporting Documentation:
Please find attached documents that further demonstrate our capabilities in these areas.

We are confident that our solution not only meets but exceeds Broward County's requirements for ITSM and Operations software. We would welcome the opportunity to discuss our capabilities in more detail or provide a demonstration of our platform.

Thank you for your consideration.
Best regards,

Supplier Total **\$0.00**

Broward County Board of
County Commissioners

TEC2128830F1

EPSoft

Item: **Request for Information - ServiceNow Software, Support, and Maintenance Services**

Attachments

cs-city-of-raleigh.pdf



TEC2128830P1

Raleigh empowers employees to build a people-focused smart city

300

daily visits to employee portal with less than 25% resulting in manual entry

\$315K

saved on IT service desk costs

66%

faster employee onboarding

“

ServiceNow positions Raleigh at the leading-edge of online citizen services and establishes a solid digital foundation.

Mark Wittenburg, Chief Information Officer, City of Raleigh

Empowering change and driving sustainable growth

Home to nearly 500,000 people, Raleigh, North Carolina, is consistently recognized as one of the best places to live in the U.S. With diverse communities, world-class universities, and thriving businesses, Raleigh is a smart city at the leading-edge of innovation and progress.

Industry:

Government

Location:

Raleigh, North Carolina

People:

4,500+ employees

Products:

- IT Service Management Pro
- IT Operations Management
- Hardware Asset Management Pro
- HR Service Delivery
- Strategic Portfolio Management
- Vulnerability Response

servicenow.



"Our mayor Mary-Ann Baldwin champions technology to empower change and support sustainable growth," says Mark Wittenburg, Chief Information Officer, City of Raleigh. "The results are clear: Raleigh is now one of the fastest growing cities in the country."

Raleigh relies on technological innovation to connect people and systems so city employees can efficiently deliver quality government services that meet the changing needs of a rapidly growing population. "Raleigh is a smart city because of its people," explains Beth Stagner, Assistant IT Director, City of Raleigh. "We leverage the latest technology to cost-effectively deliver excellent services to residents, businesses, and visitors, with an eye towards solving age-old problems such as traffic, parking, and affordable housing."

“

Automating and optimizing technology Service Operations enables employees to focus 100% of their time and effort helping the people of Raleigh.

Beth Stagner, Assistant IT Director, City of Raleigh



Knowing the importance of employee engagement, Raleigh has unveiled an intuitive self-service portal that offers city employees easy access to a wide range of resources, from tracking service desk tickets and onboarding new hires, to reporting workplace incidents and submitting position adjustments, or making physical access requests.

"Raleigh's ServiceNow portal empowers employees to seamlessly deliver services that allow the city to effectively serve every community and business," says Stagner. "Processes that previously took hours and involved many teams are now independently completed by employees in minutes."

Standardizing on ServiceNow

Before implementing ServiceNow, Raleigh operated different IT service desk systems and manually tracked ticket status updates in spreadsheets and email. "Employees had no visibility and would reach out to more than one person for help," recalls Stagner. "This made it hard for teams to quickly resolve issues and sometimes prevented employees from immediately responding to citizen requests."



As part of the Smart Raleigh initiative backed by the Mayor's Office, the IT department looked for a secure, automated cloud-based platform that would enable the city to quickly consolidate systems, efficiently manage devices, and cost-effectively build a centralized self-service employee portal.

The organization found that ServiceNow offered out-of-the-box capabilities and integrated flawlessly with existing applications. "ServiceNow helps tax dollars go further, reduces inefficiencies, and uplevels our commitment to Raleigh's residents, businesses, and visitors," says Stagner.

By standardizing on ServiceNow, Raleigh replaced six legacy service management solutions and reduced the number of employees in the city's IT call center from eight to two employees. The remaining six employees now work in other areas where they more directly impact the services provided to Raleigh staff and thus constituents. With an estimated annual savings of \$315,000, Stagner attributes the increase in operational efficiency to the self-service portal which makes it easy for employees to submit and track IT requests.

"With IT Service Management Pro, IT Operations Management, and Hardware Asset Management Pro, we're reducing open tickets by offering new self-service channels, leveraging asset discovery to help maintain the CMDB, and fulfilling requests for new devices such as laptops and smartphones faster," says Stagner. "Automating and optimizing technology Service Operations enables employees to focus 100% of their time and effort helping the people of Raleigh."

Stagner also highlights the crucial role Strategic Portfolio Management plays in streamlining and consolidating project tracking across city departments. "Developers, support specialists, and leadership now have a single source of truth for all staff activity," adds Stagner. "This allows Raleigh to effectively plan and forecast portfolio driven initiatives that tie back to business services offered by IT and the city."



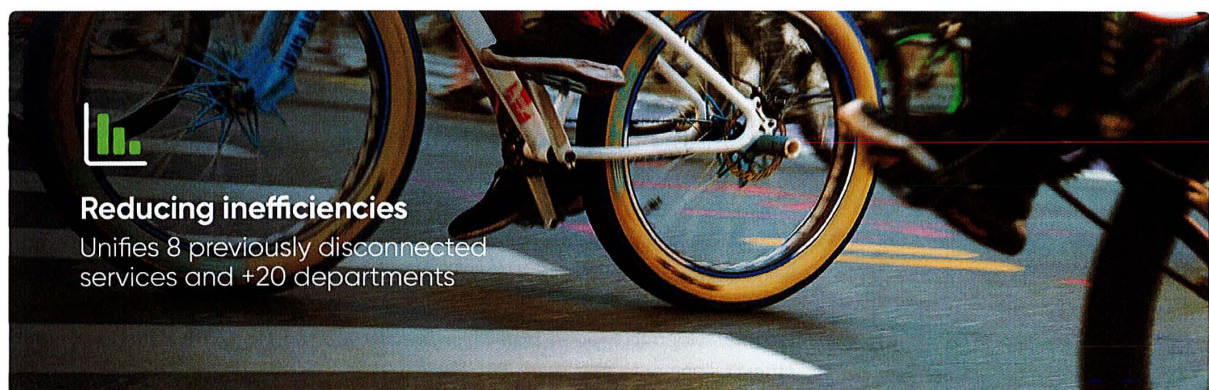
The Challenge

- Digitize and streamline access to employee services
- Reduce service delivery inefficiencies and optimize tax dollars



The Answer

- Introduces employee portal to consolidate internal resources in a centralized location
- Unifies all city departments and employees on ServiceNow





Howard County Board of
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TE02120800F1

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Security patches are issued almost immediately, along with detailed documentation that enables us to effectively protect sensitive citizen data.

Daniel Boyette, IT Supervisor, City of Raleigh



Managing devices securely

To efficiently deliver always-on services and keep citizen data safe



Empowering employees

With seamless access to digital resources

Streamlining recruitment and onboarding

HR teams also work more efficiently with HR Service Delivery. As Stagner explains, the employee portal automates manual processes, enables cross-department collaboration, and displays detailed status updates on easy-to-understand dashboards.

Perhaps most importantly, ServiceNow auto-populates personnel forms so different teams—such as HR, IT, Facilities, and Payroll—don't have to enter the same information more than once. "ServiceNow saves employees more than 1,302 hours annually by digitizing key HR forms and automating processes across departments," says Daniel Boyette, IT Supervisor, City of Raleigh. "This allows Raleigh to shift more resources to building smart city infrastructure and improving city services."

Since implementing ServiceNow, Raleigh onboards employees and contractors 66% faster, enabling the city to accelerate the time it takes for new employees to start providing city services. "Raleigh prioritizes recruiting new talent to boost quality of life for residents," says Boyette. "ServiceNow streamlines the onboarding process, enabling us to hire people in weeks, not months."

Responding to employee requests 24/7

To further improve employee experiences and support requests 24/7, Raleigh operates an interactive chat platform staffed by a ServiceNow-powered virtual agent known as Ral-E. "Ral-E lives on the IT Portal as well as Microsoft Teams and helps employees track service desk tickets, fill out HR forms, and update payroll information," adds Boyette. "By deflecting basic requests, Ral-E saves time for the requestor and support staff which enables teams to focus their efforts on other assignments."

Raleigh continuously updates Ral-E with new capabilities and features. "We seamlessly integrated ServiceNow with Microsoft Teams in less than 10 minutes—and transforming Ral-E into a proactive virtual agent was just as easy," says Boyette. "Future enhancements to Ral-E include the ability to contact employees with event reminders, send service request updates, and automatically transfer people to live agents when needed."

Securely managing devices

Standardizing on ServiceNow helps Raleigh's IT team securely manage employee devices and keep citizen data safe. "With ServiceNow, we rapidly identify system updates for smartphones, tablets, and laptops," says Stagner. "We're also upgrading devices and proactively resolving performance and security issues before employees—and the citizens they serve—are negatively impacted."

Raleigh leverages Vulnerability Response to protect devices and cloud assets from a wide range of cyberthreats such as ransomware and phishing attempts using the latest asset, severity, exploit, and threat intelligence from ServiceNow. "ServiceNow automatically analyzes potential vulnerabilities and exploits to determine threat levels," says Boyette. "Security patches are issued almost immediately, along with detailed documentation that enables us to effectively protect sensitive citizen data from attackers and support always-on services."

World-class city, world-class services

ServiceNow empowers Raleigh to build a people-focused smart city that supports sustainable growth. In the future, Raleigh plans to expand its use of ServiceNow to launch a self-service portal for residents, businesses, and visitors. "ServiceNow positions Raleigh at the leading-edge of online citizen services and establishes a solid digital foundation to build a people-focused smart city," concludes Wittenburg. "With over 300 daily visits, we're proud that our employee portal is now a popular blueprint for other cities looking to deliver high-quality services more efficiently."

About The City of Raleigh

The City of Raleigh leverages best-in-class technology to deliver high-quality services to residents, businesses, and visitors.



ServiceNow saves employees more than 1,302 hours annually by digitizing key HR forms and automating processes across departments.

– Daniel Boyette, IT Supervisor, City of Raleigh



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servicenow.com

Broward County Board of
County Commissioners

TEC2128830F1

Cnergypro Global Solutions LLC

Bid Contact **Adegoke Buraimoh**
bdcentral@cnergypro.com
Ph 726-582-0004

Address **401 E Sonterra Blvd Suite 375**
San Antonio, TX 78258

Item #	Line Item	Notes	Unit Price	Qty/Unit	Attch. Docs
TEC2128830F1-01-01	Request for Information - ServiceNow Software, Support, and Maintenance Services	Supplier Product Code:	First Offer -	1 / contract	Y
Supplier Total					\$0.00

Cnergypro Global Solutions LLC

Item: **Request for Information - ServiceNow Software, Support, and Maintenance Services**

Attachments

RFI TEC2128830F1-CnergyPro.docx



Broward County ServiceNow Software, Support and Maintenance – Information Response Document

RESPONSE FOR REQUEST FOR INFORMATION (RFI) BID
#TEC2128830F1

Company Name	CnergyPro Global Solutions LLC
Office Address	401 E Sonterra Blvd STE 375, San Antonio, TX 78258
Office Phone	(210) 444-2949
Technical POC	Adegoke Buraimoh
Designation	Managing Director
Phone Number	(726) 582-0004
Email Address	BDCentral@cnergypro.com

CnergyPro Global Solutions LLC

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August 26, 2024

Broward County Board of
County Commissioners

TEC2128830F1

EnergyPro Global Solutions LLC
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Enterprise Technology Services
1 North University Drive

Plantation, FL 33324-2019

RE: in Response to RFI - Bid #TEC2128830F1 – Request for Information - ServiceNow Software, Support, and Maintenance

To Whom It May Concern:

Thank you for the opportunity to respond to the Request for Information (RFI) regarding Bid #TEC2128830F1 for ServiceNow Software, Support, and Maintenance. Below, EnergyPro Global Solutions LLC (“EnergyPro”) is pleased to provide the requested information to assist in your determination process.

Request for Information (RFI) Details

- **Bid Number:** TEC2128830F1
- **Request for Information Issuer:** Broward County Board of County Commissioners, FL
- **Purpose:** The RFI aims to ascertain whether the specified ServiceNow products and services, including IT Service Management (ITSM) and Operations software, are available from multiple providers or if they should be designated as a Sole Source/Sole Brand.

About EnergyPro

Our company, EnergyPro, offers a comprehensive suite of Information Technology, Cybersecurity, and Staffing solutions tailored to meet the unique needs of our clients. Our solutions focus on enhancing digital transformation, securing IT environments, and optimizing human capital.

We deliver scalable, secure, and cost-effective solutions that empower both private and public sector organizations to improve operational efficiency and service delivery. Our core offerings include:

- Consulting Services: Business Strategy & Planning Support, Change Management & Facilitation Support, ServiceNow Operations.
- Managed Services: Business Process Outsourcing, Application Outsourcing, Help Desk Services, Infrastructure Outsourcing.
- Technology Services: Cybersecurity, Application & Web Development, Dat

Why Choose EnergyPro

EnergyPro is your ideal partner for ServiceNow, offering:

1. **Expertise in ServiceNow:** With extensive experience, we can deliver tailored ITSM solutions to unify IT operations and enhance service delivery across Broward County's departments.
2. **Customized Solutions:** We specialize in crafting ServiceNow implementations that align with your unique needs, from IT Operations to HR Service Delivery, ensuring optimal performance and cost efficiency.
3. **Comprehensive Support:** Our services extend beyond implementation, providing ongoing maintenance, support, and continuous improvements to keep your ServiceNow environment at peak performance.

Innovation and Security: We integrate AI and GenAI into ServiceNow workflows, future-proofing your IT environment, while our cybersecurity focus ensures robust and compliant solutions

Please let me know if further information is required or if there are additional steps needed from my end. I look forward to your feedback and the opportunity to continue supporting this initiative.

Thank you once again for considering my input in this process.

Best Regards,



Adegoke Buraimoh
Managing Director
CnergyPro Global Solutions LLC

1. Business Requirement Solutioning

1.1 Native Application Connectors

Provides over 185+ native application connectors including PeopleSoft Asset, Finance, and Human Capital Management modules, AWS Services, Azure Cloud products, Microsoft products (such as Exchange, Entra, One Drive, SCCM, SharePoint, and Teams), and Oracle products as required by the County.

1.1.1 Solutioning Approach for Integration with Native Application Connectors

Broward County's requirement for a comprehensive IT Service Management (ITSM) platform that integrates seamlessly with over 185+ native application connectors is crucial for ensuring a unified and efficient IT environment. ServiceNow's platform is uniquely equipped to meet this need through its extensive library of pre-built connectors that enable out-of-the-box integration with key enterprise systems such as PeopleSoft, AWS, Azure, Microsoft, and Oracle. At EnergyPro, our approach leverages these native connectors to facilitate seamless data exchange, automate processes, and enhance operational efficiency across all County agencies. By integrating these critical applications with ServiceNow, Broward County can achieve a streamlined, interoperable IT infrastructure that supports its diverse operational requirements.

Overview of ServiceNow ITSM and ITOM

- **ServiceNow ITSM:** ServiceNow's IT Service Management platform is designed to transform the impact, speed, and delivery of IT services. It provides a comprehensive suite of tools for managing IT services, incidents, problems, changes, and service requests.
- **ServiceNow IT Operations Management (ITOM):** ITOM includes capabilities to manage infrastructure and cloud resources, automate workflows, and monitor services, ensuring operational resilience.

Key Solution Components

Native Application Connectors: ServiceNow offers native integrations with over 200+ applications and services, critical for Broward County's requirements. These connectors include:

PeopleSoft Integration: ServiceNow integrates with PeopleSoft for Asset Management, Finance, and Human Capital Management, allowing seamless data exchange and automation.

AWS Services Integration: ServiceNow's integration with AWS allows managing cloud resources, automating infrastructure provisioning, and ensuring compliance.

Azure Cloud Products: ServiceNow supports Azure services integration, enabling hybrid cloud management, cost tracking, and resource optimization.

Microsoft Products: Integration with Microsoft products such as Exchange, Entra (Azure AD), OneDrive, SCCM, SharePoint, and Teams is natively supported, allowing for streamlined communication, collaboration, and IT operations.

Oracle Products: ServiceNow also integrates with Oracle databases and applications, providing robust data management and operational efficiency.

1.1.2 EnergyPro Solutioning and Implementation Approach

Our solutioning and implementation approach is a 7-part full circle delivery approach aimed at realizing the business outcomes of Broward County. The full circle delivery approach is detailed below. Each step will be tailored to ensure Broward County business requirements are fully met, setting the stage to realize business outcomes.



1. Discovery and Assessment Phase

Current State Analysis:

- Conduct a comprehensive review of the existing ITSM processes, tools, and workflows across all Broward County agencies. Identify any pain points, redundancies, or gaps in the current system.

- Assess the existing integrations with PeopleSoft, AWS, Azure, Microsoft, and Oracle products to understand how they are currently utilized.

Stakeholder Engagement:

- Engage with key stakeholders from each agency to gather requirements, expectations, and specific needs. This helps in tailoring the solution to address the unique needs of each department while maintaining standardization.

Data Collection:

- Gather data on the current IT infrastructure, including assets, software licenses, cloud resources, and network configurations. This information is crucial for planning the migration and integration processes.

2. Design and Planning Phase

Solution Architecture Design:

- Design the ServiceNow architecture, ensuring it accommodates Broward County's specific needs, such as multi-agency access, data segregation, and compliance requirements.
- Develop a blueprint for integrating PeopleSoft, AWS, Azure, Microsoft, and Oracle products with ServiceNow. Ensure that the integration architecture supports seamless data flow and automation.

Implementation Plan:

- Develop a detailed implementation roadmap that includes timelines, resource allocation, risk management, and change management strategies.
- Plan for phased implementation, starting with a pilot phase involving a small group of agencies, followed by a full-scale rollout.

Customization and Configuration:

- Customize the ServiceNow platform to reflect Broward County's workflows, approval processes, and service catalogs. Configure the incident, problem, change management, and request fulfillment processes.
- Set up the enterprise knowledge base structure, categorizing knowledge articles by agency, department, and service area.

3. Implementation Phase

Pilot Implementation:

- Deploy the ServiceNow ITSM and ITOM solutions in a controlled environment involving a select group of agencies. Use this pilot to validate the solution, identify any issues, and gather feedback.
- Integrate PeopleSoft, AWS, Azure, Microsoft, and Oracle products with ServiceNow during the pilot phase, ensuring that all connectors function as expected.

Training and Knowledge Transfer:

- Conduct hands-on training sessions for IT staff, service desk agents, and key users from each agency. Training should cover both basic usage and advanced features of the ServiceNow platform.
- Provide comprehensive documentation, including user guides, quick reference sheets, and video tutorials, to ensure continuous learning.

Full-Scale Rollout:

- Following the successful pilot, begin the phased rollout across all remaining agencies. Ensure that each phase includes thorough testing, stakeholder sign-off, and post-implementation support.
- During each phase, ensure that the integrations with third-party systems are functioning correctly and that data migration (if applicable) is accurate and complete.

4. Post-Implementation Support and Optimization

Ongoing Support:

- Set up a dedicated support team to handle any post-implementation issues, provide ongoing training, and manage system updates and patches.
- Use ServiceNow's built-in analytics to monitor the system's performance, track service levels, and identify areas for improvement.

Continuous Improvement:

- Regularly review the implemented processes and integrations to identify opportunities for optimization. This might include automating additional workflows, expanding the knowledge base, or enhancing the user experience.

- Engage with stakeholders to gather feedback and make iterative improvements to the platform. Consider adding new ServiceNow modules (e.g., IT Asset Management, Project Portfolio Management) as the County's needs evolve.

5. Governance and Compliance

Governance Framework:

- Establish a governance framework to oversee the ongoing management of the ServiceNow platform, including decision-making processes, change management, and performance monitoring.

Compliance Monitoring:

- Ensure that the solution complies with all relevant regulations and standards, including data privacy and security requirements. Regularly audit the system to maintain compliance and address any new regulatory requirements.

Reporting and Dashboards:

- Develop custom dashboards and reports to provide real-time visibility into ITSM performance, service delivery metrics, and compliance status. These tools will help Broward County make data-driven decisions and demonstrate the value of the ServiceNow investment.

6. Change Management and User Adoption

Change Management Strategy:

- Develop a change management plan that includes communication strategies, stakeholder engagement, and methods to address resistance to change.
- Highlight the benefits of the new system, such as improved efficiency, reduced costs, and enhanced service quality, to encourage buy-in from all levels of the organization.

User Adoption Initiatives:

- Implement user adoption strategies and incentives for early adopters, and recognition for staff who excel in using the new platform.
- Regularly solicit feedback from users to address any concerns and make necessary adjustments to improve the user experience.

7. Performance Evaluation and Feedback Loop

Performance Metrics:

- Define key performance indicators (KPIs) to measure the success of the ServiceNow implementation. These could include metrics related to incident resolution times, user satisfaction, and cost savings.
- Use ServiceNow's analytics capabilities to track these KPIs and generate insights into the effectiveness of the ITSM processes.

Feedback Loop:

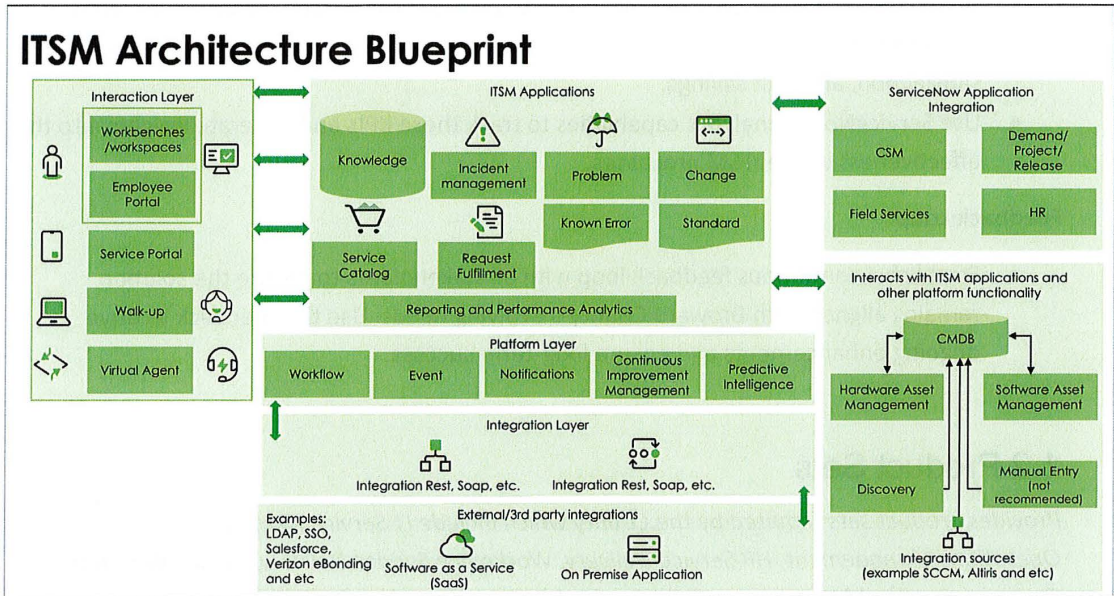
- Establish a continuous feedback loop with all stakeholders to ensure the solution remains aligned with Broward County's evolving needs. Use this feedback to drive ongoing enhancements and ensure long-term success.

1.2 Product Sets

Provides product sets required by the County which include IT Service Management, IT Operations Management, HR Service Delivery, Workplace Service Delivery, Integration Hub, Customer Service Management, Field Service Management, App Engine, Automation Engine, Strategic Portfolio Management, IT and Enterprise Asset Management, Platform Encryption, Security Operations, and Telecommunications Service Management, and Inventory.

Our understanding, Broward County requires a comprehensive suite of product sets that extend beyond traditional IT Service Management to encompass a wide range of operational and strategic needs. ServiceNow's platform is uniquely positioned to deliver these capabilities through its integrated product offerings, which are designed to work together seamlessly, providing a unified solution that supports IT operations, human resources, customer service, and more. By leveraging ServiceNow's robust product sets, Broward County can achieve greater efficiency, enhanced service delivery, and the ability to adapt quickly to changing business needs, all while maintaining a secure and compliant IT environment.

1.2.1 Solutioning Approach



The solution approach summarized in each ServiceNow module for Broward County's IT and operational needs builds on the foundational principles outlined in the first business requirement, extending the same comprehensive, integrated strategy across the full spectrum of required product sets. This approach leverages ServiceNow's robust capabilities to provide seamless integration with essential systems like PeopleSoft, AWS, Azure, Microsoft, and Oracle, while also delivering specialized functionalities across IT Service Management, IT Operations Management, HR Service Delivery, and other critical areas. By utilizing ServiceNow's modular and scalable platform, Broward County will achieve a unified, efficient, and secure environment that supports its diverse operational requirements and future growth.

IT Service Management (ITSM)

Overview: ServiceNow ITSM provides a robust framework for managing IT services, including incident, problem, change, and request management. This module will standardize IT service delivery across all County agencies, ensuring consistency and reliability.

Approach:

- **Implementation:** Customize ITSM processes to align with Broward County's specific workflows and service level agreements (SLAs).
- **Automation:** Leverage ServiceNow's automation capabilities to reduce manual tasks, speeding up response times and improving service quality.

- **Integration:** Integrate ITSM with existing systems like PeopleSoft and Microsoft products to ensure seamless data flow and process automation.

IT Operations Management (ITOM)

Overview: ITOM provides the tools to monitor, manage, and optimize the County's IT infrastructure, both on-premises and in the cloud.

Approach:

- **Service Mapping:** Implement service mapping to visualize the County's IT infrastructure, identifying dependencies and optimizing resource allocation.
- **Event Management:** Use event management to detect and respond to issues before they impact end-users, ensuring high availability and performance.
- **Cloud Management:** Integrate with AWS and Azure for comprehensive cloud resource management, including cost optimization and compliance monitoring.

HR Service Delivery

Overview: HR Service Delivery automates and streamlines HR processes, improving employee experiences and operational efficiency.

Approach:

- **Employee Self-Service:** Implement an employee self-service portal to empower staff with easy access to HR resources, reducing the burden on HR teams.
- **Case and Knowledge Management:** Utilize case management to handle HR inquiries efficiently and maintain a comprehensive knowledge base for quick resolutions.

Workplace Service Delivery

Overview: Workplace Service Delivery supports the management of workplace operations, including space management, reservations, and maintenance.

Approach:

- **Space Management:** Implement tools to manage workspace utilization, optimize office layouts, and support hybrid working models.
- **Reservation System:** Set up a reservation system for meeting rooms and shared resources, improving space management and operational efficiency.

Integration Hub

Overview: Integration Hub allows for easy and scalable integrations with third-party systems, enabling smooth data exchange and process automation.

Approach:

- **Flow Designer:** Use Flow Designer to create automated workflows that span across different applications, reducing manual interventions and errors.
- **Integration with Legacy Systems:** Implement Integration Hub to connect with legacy systems, ensuring that all data sources are synchronized and up-to-date.

Customer Service Management (CSM)

Overview: CSM helps manage customer interactions and improve service delivery by providing a unified view of customer cases and requests.

Approach:

- **Case Management:** Implement case management tools to streamline customer service processes, ensuring timely and accurate responses.
- **Omnichannel Support:** Enable omnichannel support to meet customers where they are, whether through email, phone, chat, or social media.

Field Service Management (FSM)

Overview: FSM coordinates the delivery of services in the field, ensuring that the right resources are available at the right time.

Approach:

- **Scheduling and Dispatching:** Implement scheduling tools to optimize field service operations, ensuring that technicians are efficiently deployed.
- **Mobile Access:** Provide field technicians with mobile access to ServiceNow, enabling them to manage tasks and access information on the go.

App Engine

Overview: App Engine allows Broward County to build custom applications on the ServiceNow platform, tailored to specific business needs.

Approach:

- **Low-Code Development:** Leverage low-code development capabilities to quickly build and deploy applications that address unique County requirements.
- **Custom Workflows:** Create custom workflows to automate processes that are specific to Broward County's operations, improving efficiency and consistency.

Automation Engine

Overview: Automation Engine automates complex business processes, reducing manual effort and improving accuracy.

Approach:

- **Robotic Process Automation (RPA):** Implement RPA to automate repetitive tasks, freeing up staff to focus on more strategic activities.
- **Intelligent Automation:** Utilize AI-driven automation to optimize workflows and make data-driven decisions.

Strategic Portfolio Management (SPM)

Overview: SPM provides the tools to manage the County’s project portfolio, aligning resources with strategic objectives.

Approach:

- **Portfolio Planning:** Implement portfolio planning tools to prioritize projects based on strategic goals, ensuring optimal resource allocation.
- **Performance Tracking:** Use performance tracking to monitor project progress and adjust plans as needed to stay on track with County objectives.

IT and Enterprise Asset Management

Overview: Asset Management tracks the lifecycle of IT and non-IT assets, ensuring proper management and utilization.

Approach:

- **Asset Tracking:** Implement asset tracking to monitor the lifecycle of all assets, from procurement to disposal, ensuring compliance and cost efficiency.
- **Preventive Maintenance:** Set up preventive maintenance schedules to extend the lifespan of critical assets and reduce downtime.

Platform Encryption

Overview: Platform Encryption ensures that sensitive data is protected, maintaining compliance with regulations and standards.

Approach:

- **Data Encryption:** Implement data encryption at rest and in transit to protect sensitive information, ensuring compliance with industry regulations.
- **Access Control:** Set up granular access controls to ensure that only authorized personnel can access sensitive data.

Security Operations

Overview: Security Operations provides the tools to detect, respond to, and recover from security incidents, ensuring the County’s IT environment remains secure.

Approach:

- **Incident Response:** Implement automated incident response workflows to quickly identify and mitigate security threats.
- **Threat Intelligence:** Utilize threat intelligence to stay ahead of emerging threats and adjust security strategies accordingly.

Telecommunications Service Management and Inventory

Overview: Telecommunications Service Management handles the lifecycle of telecom services, while Inventory Management tracks telecom assets and resources.

Approach:

- **Telecom Inventory:** Implement a telecom inventory system to track all telecom assets, ensuring proper management and utilization.
- **Service Management:** Set up telecom service management tools to manage service requests, provisioning, and maintenance activities efficiently.

1.3 Artificial Intelligence and GenAI

Provides Artificial Intelligence (AI), GenAI capabilities which continue with increased integration into every workflow on the vendor's solution platform. With the County's growth in the number of digital services, an expected increase in the number of incident requests, (employees and customers) may use a variety of self-service options relying on future Generative AI, to improve the ability of understanding user intent, provide knowledge from the data on the vendor's solution platform, and generate proper responses for resolution. Embedded within, and continuing to grow, vendor's solution supports AI integrated services.

As Broward County continues to expand its digital services, the need for a robust and intelligent IT service management solution becomes increasingly critical. EnergyPro understands the County's strategic objective to enhance service delivery through the integration of cutting-edge technologies such as Artificial Intelligence (AI) and Generative AI (GenAI). We recognize that the growing volume of incident requests and the demand for more intuitive self-service options require a solution that not only scales with the County's needs but also improves the quality and speed of response. EnergyPro is uniquely positioned to support Broward County on this digital transformation journey by leveraging our deep expertise in implementing AI-driven solutions within the ServiceNow platform. Our approach embeds AI and GenAI into every workflow, enabling the platform to understand user intent, provide data-driven insights, and generate accurate, context-aware responses. This ensures that Broward County can continue to

deliver exceptional services to both employees and customers, maintaining its leadership in digital innovation and operational excellence.

1.3.1 Solutioning Approach

1. AI and GenAI Integration

Overview: ServiceNow's platform is equipped with advanced AI and GenAI capabilities that are seamlessly integrated into its core workflows. These capabilities enhance the platform's ability to automate processes, predict outcomes, and provide intelligent insights.

Approach:

- **AI-Powered Automation:** Implement AI-driven automation to handle routine tasks, such as incident categorization, prioritization, and assignment, freeing up IT staff to focus on more complex issues.
- **Predictive Intelligence:** Utilize ServiceNow's predictive intelligence to analyze historical data and predict potential issues before they escalate, enabling proactive incident management.
- **Generative AI for Resolution:** Deploy GenAI models to generate contextually accurate responses to incident requests, improving resolution times and ensuring consistency in service delivery.

2. Enhancing Self-Service Options

Overview: As the number of digital services grows, providing users with efficient self-service options becomes increasingly important. ServiceNow's AI and GenAI capabilities enhance self-service portals by enabling more accurate understanding and resolution of user requests.

Approach:

- **Virtual Agents:** Implement AI-powered virtual agents that interact with users through natural language processing (NLP), guiding them to the right solutions or escalating issues to human agents when necessary.
- **Context-Aware Responses:** Use GenAI to analyze user queries and generate responses that are not only accurate but also tailored to the specific context of the request, improving user satisfaction.
- **Knowledge Base Integration:** Integrate AI into the knowledge base to automatically suggest relevant articles and solutions based on user queries, reducing the need for manual searching and speeding up issue resolution.

3. Improving User Intent Understanding

Overview: Understanding user intent is critical for delivering personalized and effective support. ServiceNow's AI capabilities are designed to accurately interpret user inputs, even in complex or ambiguous situations.

Approach:

- **Natural Language Understanding (NLU):** Implement NLU to improve the platform's ability to comprehend and interpret user intent from natural language inputs, enabling more accurate incident categorization and faster resolution.
- **Behavioral Analytics:** Utilize behavioral analytics to understand patterns in user behavior, allowing the system to predict and preemptively address potential issues before they are formally reported.
- **Continuous Learning:** Leverage machine learning to continuously refine and improve the system's understanding of user intent, ensuring that the platform adapts to evolving user needs and preferences.

4. Scaling with Increased Incident Requests

Overview: As the County's digital services expand, the volume of incident requests will naturally increase. ServiceNow's AI and GenAI capabilities are designed to scale with this growth, ensuring that service levels remain high even as demand rises.

Approach:

- **Incident Volume Management:** Use AI to analyze and manage incident volumes, automatically adjusting resource allocation to handle spikes in requests without compromising service quality.
- **AI-Driven Triage:** Implement AI-driven triage systems to prioritize incidents based on their urgency and impact, ensuring that critical issues are addressed promptly while lower-priority requests are handled efficiently.
- **Capacity Planning:** Leverage AI to forecast future incident volumes and plan capacity accordingly, ensuring that the County's IT infrastructure can scale to meet increasing demands.

5. Embedded and Evolving AI Services

Overview: ServiceNow's platform is designed to continuously evolve with the latest advancements in AI and GenAI, ensuring that Broward County benefits from cutting-edge technology that enhances service delivery over time.

Approach:

- **Regular AI Enhancements:** Implement regular updates to the AI and GenAI capabilities within the platform, ensuring that the County remains at the forefront of technological innovation.
- **Custom AI Models:** Develop and integrate custom AI models tailored to the specific needs of Broward County, allowing for more precise and relevant AI-driven insights and automation.

- **AI Governance:** Establish a governance framework to oversee the ongoing development and deployment of AI services, ensuring that they align with the County's strategic objectives and compliance requirements.

1.4 API Catalog

A comprehensive API catalog supporting ongoing development and seamless integration to an extensive set of applications. Vendor's solution maintains a supportive AI Large Language Model (LLM) knowledge base aiding users and technical staff in finding solutions and information. Managed Services Approach

In today's rapidly evolving digital landscape, the ability to integrate diverse applications and develop new functionalities efficiently is crucial for maintaining operational agility. Broward County requires a comprehensive API catalog that not only supports ongoing development efforts but also ensures seamless integration across a wide array of applications. Additionally, the integration of an AI-powered Large Language Model (LLM) knowledge base within the platform will significantly enhance the ability of users and technical staff to quickly find solutions and access critical information. EnergyPro is committed to delivering a solution that empowers Broward County with these capabilities, driving continuous innovation and operational excellence.

1.4.1 Solutioning Approach

Comprehensive API Catalog

Overview: ServiceNow's robust API catalog is designed to support extensive integrations, enabling Broward County to connect with a wide range of third-party applications, systems, and services. This ensures that the County's IT environment remains interoperable and adaptable to future needs.

Approach:

- **API Catalog Management:** Implement and manage a comprehensive API catalog within the ServiceNow platform, ensuring that it includes all necessary APIs for seamless integration with existing and future applications used by Broward County.

- **Custom API Development:** Develop custom APIs as needed to address specific integration requirements unique to the County's operations. This ensures that even niche or legacy systems can be integrated effectively.
- **API Governance:** Establish a governance framework to oversee the API lifecycle, including versioning, security, and access control. This will ensure that all integrations are secure, compliant, and aligned with the County's IT policies.

Seamless Integration with Applications

Overview: ServiceNow's platform supports seamless integration with an extensive set of applications, enabling Broward County to maintain a connected IT ecosystem. This integration capability is critical for ensuring that data flows smoothly across different systems, enhancing operational efficiency.

Approach:

- **Pre-Built Integrations:** Leverage ServiceNow's library of pre-built integrations to quickly connect with popular applications such as PeopleSoft, Microsoft, Oracle, and cloud services like AWS and Azure.
- **Middleware and Orchestration:** Use ServiceNow's Integration Hub and middleware capabilities to orchestrate complex workflows across multiple applications, ensuring that data and processes are synchronized and automated.
- **Continuous Integration/Continuous Deployment (CI/CD):** Implement CI/CD pipelines to facilitate the ongoing development and deployment of new integrations, ensuring that the County's IT environment remains flexible and responsive to changing needs.

AI-Powered Large Language Model (LLM) Knowledge Base

Overview: ServiceNow's AI-powered Large Language Model (LLM) knowledge base significantly enhances the ability of users and technical staff to find solutions and access information quickly. This LLM is designed to understand and respond to natural language queries, providing precise and relevant information from the vast resources available within the platform.

Approach:

- **LLM Integration:** Integrate the AI-powered LLM into the ServiceNow platform to support natural language queries from users and technical staff. This will enable the system to process and understand complex queries, delivering accurate solutions based on the context provided.

- **Contextual Search:** Implement contextual search capabilities powered by the LLM, allowing users to find relevant knowledge articles, documentation, and troubleshooting steps with ease. This will reduce the time spent searching for information and improve problem resolution rates.
- **Continuous Learning:** Enable the LLM to continuously learn from user interactions and feedback, improving its accuracy and relevance over time. This ensures that the knowledge base remains up-to-date and aligned with the evolving needs of Broward County.
- **Support for Technical Staff:** Utilize the LLM to assist technical staff in finding code snippets, API documentation, and integration guides, streamlining the development process and reducing the learning curve for new technologies.

Ongoing Development and Innovation

Overview: A robust API catalog and AI-powered knowledge base are essential for supporting Broward County’s ongoing development efforts. These tools ensure that the County can continue to innovate and expand its digital services without being constrained by technical limitations.

Approach:

- **Developer Support:** Provide comprehensive support for developers through detailed API documentation, code examples, and best practices. This will enable Broward County’s technical teams to develop new integrations and functionalities efficiently.
- **Innovation Enablement:** Encourage innovation by offering tools like ServiceNow’s App Engine and Automation Engine, which allow developers to build and deploy custom applications and workflows that meet specific business needs.
- **Scalability:** Ensure that the API catalog and LLM knowledge base are scalable, allowing Broward County to easily adapt to future demands and technological advancements.

2. Resources

OCM Lead	Samson Fadare
Professional Certifications	

- ServiceNow Certified System Administrator
- ServiceNow Certified Implementation Specialist – IT Service Management
- Scrum Alliance Certified Scrum Product Owner (CSPO)
- Certified Scrum Master (CSM)
- SAFe 5 Agilist
- ICAgile Certified Professional (ICP)

ServiceNow Architect	Kehinde Mccraw
Professional Certifications	
<ul style="list-style-type: none"> • Certified Information Systems Auditor (CISA) • Certified Information Systems Security Professional (CISSP) • CompTIA Security Plus (+) • CompTIA Advanced Security Practitioner • AWS Certified Solutions Architect • ServiceNow Certified Application Developer (CAD) • ServiceNow Certified Implementation Specialist (CISHR) • ServiceNow Certified System Administrator (CSA) • ServiceNow Microcerts (5+) • SQL Data Analytics 	

Integration Lead	Adegoke Buraimoh
Professional Certifications	
<ul style="list-style-type: none"> • ServiceNow Certified System Administrator (CSA) • Certified Implementation Specialist – ITSM • Certified Implementation Specialist – APM • Certified Implementation Specialist – HRSD • Project Management Certificate • SAFe 5 Agilist • ITIL Foundation v3 • Scrum Master Certification 	

Engagement/Delivery Manager	Bassey Bassey
Professional Certifications	

- Project Management Professional (PMP)
- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)
- ServiceNow Implementation Specialist - Customer Service Management (CSM)
- ServiceNow Implementation Specialist - Field Service Management (FSM)
- ITIL V4 Certified

Broward County Board of
County Commissioners

Bid TEC2128830F1

Solicitation TEC2128830F1

Request for Information - ServiceNow Software, Support, and Maintenance

Bid Designation: Public



Broward County Board of County Commissioners

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Request for Information - ServiceNow Software, Support, and Maintenance

Bid Number **TEC2128830F1**
Bid Title **Request for Information - ServiceNow Software, Support, and Maintenance**

Bid Start Date **Aug 19, 2024 10:14:33 AM EDT**
Bid End Date **Aug 26, 2024 2:00:00 PM EDT**

Bid Contact **Michael Mullen**
mmullen@broward.org

Bid Contact **Latoya Clark-Forbes**
Purchasing Agent
Purchasing
lclarkforbes@broward.org

Contract Duration **Not Applicable**
Contract Renewal **Not Applicable**
Prices Good for **Not Applicable**

Bid Comments **REQUEST FOR INFORMATION / NOTICE OF INTENT TO DESIGNATE SOLE SOURCE/SOLE BRAND**

The Purchasing Division is publishing this notice pursuant to the Broward County Procurement Code section, 21.25, Sole Source/Only Reasonable Source, and 21.26, Sole Brand. The Purchasing Division intends to award a contract without competition if it is determined to be in the best interest of the County.

This Request for Information (RFI)/Notice of Intent to Designate Sole Source/Sole Brand is intended to ascertain whether the commodity or service specified below is currently available from multiple providers/brands. The following products and services are thought to be available from only a single source/brand.

Background/Services Required:

Broward County is seeking Sole Brand Designation for the procurement of ServiceNow's IT Service Management ("ITSM") and Operations software to standardize ITSM across County's various agencies by providing a single solution, which allows for cost containment, training and maintenance efficiencies and an enterprise knowledge base. The suggested cloud-based ITSM platform solution should encompass subscriptions, support, maintenance and professional services including, but not limited to, the following:

1. Provides over 185+ native application connectors including PeopleSoft Asset, Finance, and Human Capital Management modules, AWS Services, Azure Cloud products, Microsoft products (such as Exchange, Entra, One Drive, SCCM, SharePoint, and Teams), and Oracle products as required by the County.
2. Provides product sets required by the County which include IT Service Management, IT Operations Management, HR Service Delivery, Workplace Service Delivery, Integration Hub, Customer Service Management, Field Service Management, App Engine, Automation Engine Strategic Portfolio Management, IT and Enterprise Asset Management, Platform Encryption, Security Operations, and Telecommunications Service Management, and Inventory.
3. Provides Artificial Intelligence (AI), GenAI capabilities which continue with increased integration into every workflow on the vendor's solution platform. With the County's growth in the number of digital services, an expected increase in the number of incident requests, (employees and customers) may use a variety of self-service options relying on future Generative AI, to improve the ability of understanding user intent, provide knowledge from the data on the vendor's solution platform, and generate proper responses for resolution. Embedded within, and continuing to grow, vendor's solution supports AI integrated services.
4. A comprehensive API catalog supporting ongoing development and seamless integration to an extensive set of

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applications. Vendor's solution maintains a supportive AI Large Language Model (LLM) knowledge base aiding users and technical staff in finding solutions and information.

5. A Low-Code Application Platform which provides an App Engine Studio, Creator Workflow, and Integration Hub allowing for the safe and efficient scaling of cross enterprise applications. The App Engine employs a large variety of out-of-the-box components and templates. Allows for multiple agencies begin to acquire the knowledge across a standardized platform.

DETERMINATION OF OTHER INTERESTED VENDORS:

The intent of this RFI/Notice is to determine if there are any other interested and qualified vendors that meet or exceed the specifications and requirements for the products or services described in this notice. Any such vendor must submit the following information:

1. The name of the interested party; and
2. A detailed explanation consisting of documentation showing that there are other qualified sources for the identified services herein.

Prospective Vendors are requested to provide information regarding their ability to supply the commodities or contractual services described or written explanation or other documentation contesting the proposed designation as a Sole Source/Sole Brand. Prospective Vendors will be considered only if they provide documentation demonstrating that they are capable of meeting or exceeding the specification requirements stated herein.

All Vendor responses will be evaluated by the Director of Purchasing who shall have sole authority in deciding what is comparable or establishing the approved equal status of the commodity or service offered by the vendor. The Director of Purchasing shall consider such submittals and notify all submitting vendors of the decision whether to designate as a Sole Source/Brand, which decision shall not be subject to objection, protest, or appeal.

Questions and Answers:

The County provides a specified time for Vendors to ask questions and seek clarification regarding this RFI. All questions or clarification inquiries must be submitted through Periscope S2G by the date and time referenced in this RFI. The County will respond to all questions via Periscope S2G.

Item Response Form

Item **TEC2128830F1-01-01 - Request for Information - ServiceNow Software, Support, and Maintenance Services**

Quantity **1 contract**

Prices are not requested for this item.

Delivery Location **Broward County Board of County Commissioners**
IT0029
 ENTERPRISE TECHNOLOGY SERVICES
 1 NORTH UNIVERSITY DRIVE
 PLANTATION FL 33324-2019
Qty 1

Description
This is a Request for Information (RFI); it is not a request for pricing, commitment to purchase, or an obligation to provide products or services described in this notice.

Question and Answers for Bid #TEC2128830F1 - Request for Information - ServiceNow Software, Support, and Maintenance

Overall Bid Questions

Question 1

Do you need a reference for this project?
(Submitted: Aug 21, 2024 9:08:14 AM EDT)

Answer

- This is a Request for Information/Notice of Intent to Designate Sole Source/Sole Brand (RFI) only and not a request for pricing, commitment to purchase, or an obligation to provide products or services described in the RFI. Any required information or documentation will be determined at a future date.
(Answered: Aug 23, 2024 4:25:45 PM EDT)

Question 2

Which criteria will you use to select a company?
(Submitted: Aug 21, 2024 9:09:23 AM EDT)

Answer

- This is a Request for Information/Notice of Intent to Designate Sole Source/Sole Brand (RFI) only and not a request for pricing, commitment to purchase, or an obligation to provide products or services described in the RFI. Any required information or documentation will be determined at a future date.
(Answered: Aug 23, 2024 4:25:45 PM EDT)

Question 3

1. Can you elaborate on the specific criteria or challenges that led to the decision to seek a Sole Brand Designation for ServiceNow?
2. Have there been any prior assessments or comparisons with other ITSM and Operations software providers?
3. For which ServiceNow products this RFI is requested for? Is it only for ITSM service or other product sets (HR Service Delivery, Workspace Delivery, Integration Hub, etc.)?
4. Which of the specified product sets (e.g., IT Operations Management, HR Service Delivery, Integration Hub) are most critical to your operations?
5. Are there any additional product sets or modules you are considering for future implementation?
6. What are Current implemented ITSM solution?
7. Current implemented ITSM solution SaaS or On Premise?
8. For how many LOBs current system have been implemented? [Like: IT, HR, etc...]
9. Challenges/Pain Areas with Current/Existing Solutions?
10. Current implemented solution license BOQ? [License line items with quantity]
11. How many requestors (employees) use current solution today? [What is the size of your organization?] or [What is the total count of end users of organization?]
12. Total Number of IT Users (Agents, ITSM Managers, etc)
 - Support Agents/Support Staff/Fulfiller = ?
 - Business Approvers = ?
13. Total number of L1 / Service Desk team
 - a. Working on shift? If yes, how many service desk members per shifts?
14. Tickets Per day / Per Month (Current status of existing ticketing tool)
 - a. Total tickets (Incident, Problem, Request, Enquiries):
 - b. Total number of change ticket
(Submitted: Aug 21, 2024 10:58:55 AM EDT)

Answer

- 1. Compatibility with existing County and external partner ServiceNow installations. Integrations with third party applications.

2. Yes

3. IT Service Management, IT Operations Management, HR Service Delivery, Workplace Service Delivery, Integration Hub, Customer Service Management, Field Service Management, App Engine, Automation Engine Strategic Portfolio Management, IT and Enterprise Asset Management, Platform Encryption, Security Operations, and Telecommunications Service Management, and Inventory.

4. IT Service Management, IT Operations Management, HR Service Delivery, Workplace Service Delivery, Integration Hub, Customer Service Management, Field Service Management, App Engine, Automation Engine Strategic Portfolio Management, IT and Enterprise Asset Management, Platform Encryption, Security Operations, and Telecommunications Service Management, and Inventory.

5. Additional future product sets or modules are unknown at this time.

6. Cherwell Service Management

7. On Premise solution.

8. One (1) - ITSM

9. Product discontinuation

10. Fifty (50) concurrent licenses

11. County has approximately 6000 employees which would be considered customers.

12. - Number of Support Agents/Support Staff/Fulfiller = 400+
- Number of Business Approvers = N/A

13. - Total number of L1/Services Desk Team working on shift = 8
a. IT - 1st shift Monday - Friday = 1; IT 2nd shift Monday - Friday = 6; IT 3rd shift Monday - Friday = 1

14. Tickets Per Day/Per Month (Current status of existing ticketing tool)
- Daily: 300-400
- Monthly: 5000-6000
- Total tickets since inception (Incident, Problem, Request, Enquiries): 354,000
- Total number of change ticket: 20-30 / Week - (Answered: Aug 23, 2024 4:25:45 PM EDT)

Question 4

1. Are you planning to leverage Single Sign-on (SSO) or MFA methods in New ITSM solution?
2. Does current ITSM solution support only corporate customer (internal company employees) or external customers (customer clients/customers) or both?
3. What are the key objectives you aim to achieve through the standardization of ITSM across various agencies?
4. How do you anticipate your ITSM needs evolving over the next 3-5 years? Are there specific growth areas or additional functionalities you expect to require?
5. How critical is the platform's ability to scale with your organization's expansion or changing needs?
6. Can you provide more details on the existing systems and software (e.g., PeopleSoft, AWS, Azure, Microsoft products) that need to be integrated with the ServiceNow platform?
7. Are there any custom or legacy systems that require special consideration for integration?
8. How do you plan to leverage the Generative AI capabilities within ServiceNow? Are there specific workflows or use cases or AI based tools where integration of AI is critical?
9. What are your expectations regarding the use of AI in handling incident requests and enhancing self-service

options?

10. How important is the Low-Code Application Platform for your organization? What types of applications or workflows do you intend to develop using this platform?

11. Do you have internal teams skilled in low-code development, or will you require additional training and support?

12. What specific security requirements do you have, particularly concerning data encryption and compliance with industry regulations?

13. Are there any compliance frameworks or standards (e.g., GDPR, HIPAA) that the platform must adhere to?

(Submitted: Aug 21, 2024 11:01:27 AM EDT)

Answer

- 1. Yes

2. The current ITSM solution supports both corporate customer and external customers.

3. Consistency of Service, Training and Functionality achieving financial savings and efficiencies in support and services to our Agencies.

4. As the County continues to grow and expand its services, the product must be able to maintain and provide a flexible platform to adapt and integrate changing technologies. (e.g. the introduction of the new AI technologies)

5. The platform's ability to scale is very critical as new customers/staff become exposed to the products capabilities.

6. The need to be able to integrate with these products to pass data between them and make use of the data to improve services to our customers as well as integrate seamlessly with other ServiceNow installations.

7. Yes

8. AI will be used to for analysis of incidents, problems, change results, knowledge and automated response systems.

9. AI will be used to for analysis of incidents, problems, change results to proactively implement preventive measures to reduce costs, time and quality of services.

10. The Low-Code application is very important. It is used to provide custom workflows and efficiencies for our different customers

11. Training will be required to ensure best products practices are followed.

12. HIPAA, PHI, PII, Technical Configurations, Inter-Agency/Multi Tenet Security.

13. HIPAA, PHI, PII, Technical Configurations, PCI (Answered: Aug 23, 2024 4:44:19 PM EDT)