**RFP23-5275**

### TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES

##### **INSTRUCTIONS TO BIDDERS**

*[Insert instructions for bidders to better understand SPC's requirements for their technical proposal.*

*The Technical Proposal Submission Form is a table that includes the technical criteria (set out in Part 3) on which bidders will be scored and allows the bidder to respond to them. This table is then used by the technical evaluation committee to score the technical proposals received.*

*The table below is an example of a format that can be modified. In all cases, the Technical Proposal Form should be based on the evaluation matrix and SPC statement of needs.]*

|  |
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| Technical Requirements |
| *Evaluation criteria* | *Response by Bidder* |
| Experience and specified personnel/sub-contractors |
| **Experience:** Experience in the delivery of similar type of service some level of ITSM Implementation project for and International Organisation, government/ semi government/ autonomous bodies in the last five years | **Experience:** |
| *[insert details of relevant experience]* |
| **Details for three references:** |
| 1. Client’s name: *[insert name of client 1]*
 |
| Contact name: | *[insert name of contact]* |
| Contact details: | *[insert contact details]* |
| Value contract: | *[insert value of contract]* |
| 1. Client’s name: *[insert name of client 2]*
 |
| Contact name: | *[insert name of contact]* |
| Contact details: | *[insert contact details]* |
| Value contract: | *[insert value of contract]* |
| 1. Client’s name: *[insert name of client 3]*
 |
| Contact name: | *[insert name of contact]* |
| Contact details: | *[insert contact details]* |
| Value contract: | *[insert value of contract]* |
| **Personnel:** *[insert details of the personnel/su-contractors required ]* | **Details about personnel/sub-contractors** |
| Manager’s experience: | *[insert details about manager’s experience]* |
| Consultants’ experience: | *[insert details about consultants’ experience]* |
| Technical Requirement 1 |
| Evidence of ServiceNow Solution Architecture for previous customers  | *[Bidder’s answer]* |
| Technical Requirement 2 |
| Providence evidence of at least 3 past implementations of key ServiceNow features including Chat integration, Catalogue Design and Complex Service Request Workflow Implementations | *[Bidder’s answer]* |
| Technical Requirement 3 |
| Provide evidence of technical expertise with relevant industry certifications  | *[Bidder’s answer]* |
| Technical Requirement 4 |
| The proposed workplan/methodology demonstrates understanding on the requirements of involved with this project and meets the implementation timeframes with little variation. | *[Bidder’s answer]* |
| Technical Requirement 5 |
| Propose an effective approach to support SPC’s organisational change management during the transition of teams to ServiceNow | *[Bidder’s answer]* |
| Technical Requirement 6 |
| Have in place tools and systems for providing support post implementation of this project | *[Bidder’s answer]* |

|  |
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| **For the Bidder:** *[insert name of the company]* |
| Signature:Name of the representative: *[insert name of the representative]*Title: *[insert Title of the representative]* |
| Date: *[Click or tap to enter a date]* |