**RFQ 23-5579**

**PART 5: SUBMISSION FORMS**

### PART 5.1: TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES

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

|  |
| --- |
| Background |
| Name: |  |
| Physical Address: |  |
| Postal Address: |  |
| Telephone Contact: |  |
| Email: |  |
|  |
| Technical Requirements |
| *Evaluation criteria* | *Response by Bidder* |
| Experience and specified personnel/sub-contractors |
| **Experience:**  | **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]* |
| Technical Requirement 1 |
| Demonstrated ability to implement ServiceNow Module Enhancements with integrations to enable efficient resource management | *[Bidder’s answer]* |
| Technical Requirement 2 |
|  Evidence of at least 3 enhancements and implementation with other customers that may have required resource scheduling requirements using calendars; eg. M365 Calendar, Google Calendar | *[Bidder’s answer]* |
| **Technical requirement 3** |
| Provide evidence of technical expertise with relevant industry certifications | *[Bidder’s answer]* |
| **Technical requirement 4** |
| Proposed workplan on implementation of the required enhancements and post implementation support | *[Bidder’s answer]* |
| **Technical requirement 5** |
| Examples of reports and implementation documents that will be provided at the end of the activity*.* | *[Bidder’s answer]* |

|  |
| --- |
| **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]* |

**RFQ 23-5579**

### PART 5.2: FINANCIAL PROPOSAL SUBMISSION FORM – SERVICES

##### **BIDDER’S FINANCIAL PROPOSAL – SERVICES**

All costs indicated on the Financial Proposal should be **inclusive** of all costs with applicable taxes.

The format shown below should be used in preparing the price schedule. All prices in the proposal must be presented in **FJD.**

|  |
| --- |
| **RFQ-5579** |
| Services description |  **FJD** |
| enhancement of the translation module in ServiceNow |  |
| Post implementation support (please specify lumpsum and also monthly fee) |  |
| Additional costs (please specify) |  |

SPC is not responsible for any arrangements or payments related to visas, taxes, duties or separate lines for overheads/running costs or contingencies for which the **service provider** may be liable. If these apply, the costs are to be considered in the professional fees charged for the delivery of the specific services.

No payment will be made for items which have not been priced. Such items are deemed to be covered by the financial offer.

Bidders will be deemed to have satisfied themselves, before submitting their proposal and to its correctness and completeness, taking into account of all that is required for the full and proper performance of the contract and to have included all costs in their rates and prices.

|  |
| --- |
| **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]* |