

ServiceNow Implementation

Request for Quotation

RFQ Summary:

This RFQ is to solicit proposals to provide system integration implementation services for our **ServiceNow** product for modernizing service delivery operations in the Facilities, Information Technology, Human Resources, and Fiscal Departments.

This local government entity's ongoing digital transformation, is seeking a vendor with the ability and expertise to lead the modernization of key administrative functions in Information Technology, Finance, and Human Resources through the end-to-end system implementation of **ServiceNow**.

The vendor will provide the 6,300 employees with a consistent and user-friendly experience in accessing the services offered by the participating administrative units and work closely with key stakeholders in the administrative units to redesign internal business processes and implement the necessary ServiceNow modules.

Each Department will have its own Catalog item, those departments are listed below:

1. Facilities Field Service Management;
2. Information Technology Service Management;
3. Human Resources Service Delivery;
4. Procurement Ticket Management; and
5. Fiscal Systems.

The vendor will, execute a formal project plan reflecting requirements, host a formal kick-off session, support business process redesign session, lead design workshops, facilitate user acceptance testing, provide training, provide customer readiness assessments, and support the formal go-live of each phase. In addition, formal turnover and training for both users and technical staff will be performed.

Project Purpose

Local government entity has selected ServiceNow as its platform of choice for its long-term strategy for workflow automation. Plans to deploy ServiceNow using a phased approach beginning with the expansion of the ServiceNow platform.

The proposed Software must include (but need not be limited to) the following functionality:

- a) Confirming business requirements with key stakeholders from each department including service catalog items, form fields, workflows, and reporting capabilities,
- b) Produce a consolidated requirements list based on the preliminary list, including the outputs of the workshops,
- c) Configuration shall include, but not be limited to, the creation of playbooks, workflows, and other product features, and functions;
- d) Conduct any applicable testing, such as User Acceptance Testing,
- e) Provide end-user training,
- f) Additional training may be proposed as optional,

- g) Initial configuration must be completed no later than XXX

Vendor responses to this RFQ must include:

- a) Plans and a multi-phased timeline for an expedited (ASAP) implementation,
- b) Schedule of availability to begin the project,
- c) Description of training approach including end-user documentation, and
- d) Detailed description of functionality to be included in the initial rollout.

Contract Duration

The resulting contract will consist of an **initial one-year term with the option of a one-year renewal.**

SCOPE OF SERVICES

Modules Implementing

Field Service Management

- a) The Implementation must provide sophisticated routing rules based on agent skillsets, geographies, contractual commitments, availability, affinity, workload, parts on-hand, and other custom priorities.
- b) The Implementation must support automated route optimization, dispatcher-invoked route optimization, and technician-invoked route optimization.
- c) The Implementation must support an interactive, drag-and-drop based Gantt chart to allow the dispatcher to manage work assignments.
- d) The Implementation must have the ability to show tasks, technicians, and locations (map) in a single view.
- e) The Implementation must support calendaring capabilities to allow technicians to document time when they are not available to be scheduling, including time off, meetings, training, etc.
- f) The Implementation must support inventory management including stockroom, replenishment rules, and transactions.
- g) The Implementation must support the ability for a technician to view their own inventory.
- h) The Implementation must allow technicians to easily search for parts they don't possess and see which technicians or field warehouses have the part, on a map, and allow technicians to source needed parts from those locations.
- i) The Implementation must support generation of Work Orders from multiple sources including customer service, project management, IOT and preventive/planned maintenance schedules.
- j) The Implementation must support assigning skills to tasks via configuration (no coding), and also support dynamic lookup within the skill determination rules.
- k) The Implementation must allow specification of mandatory skills for work orders, and assignment processes must enforce those mandatory skills.
- l) The Implementation must support appointment booking, allowing customers to self-select the appointment time and date from available slots.
- m) The Implementation must have a machine learning capability that can be trained to predict additional custom fields beyond categories, priorities, and assignment groups.
- n) The Implementation must provide agent alerts that notify tech and Regional Managers of past due workorders and priority workorders.

- o) The implementation must provide monthly reporting to Regional Managers and Directors on workorder type, amounts, and tech hours.
- p) The implementation should provide for the tracking of all tech. and custodial staff hours addressing requested workorders, programmed PM's, or other assigned tasks.
- q) The implementation must provide a weekly "open workorder" report to Regional Managers and Directors.
- r) The implementation should provide a communication to the individual putting in the workorder that it has been received.... then assigned...and then when completed.
- s) The Implementation must have a rich collaboration layer to support team communications.
- t) The Implementation must provide proactive support notifications via email, SMS, and portal to affected customers.
- u) The Implementation must offer chatbot capabilities to automate technician work.
- v) The Implementation must have an asset management layer with customizable configuration rules with no limit to layers of complexity.
- w) The Implementation must allow configuration of complex Service Models supporting hierarchical definitions that include both products and services.
- x) The Implementation must allow for the hierarchical structure of assets and subcomponents, as well as planned and historical work effort for the asset.
- y) The Implementation must support a full audit trail, including author, date, timestamp, old value, and new value, allowing users to reverse engineer record-level transactions.
- z) Implementation must support scheduling of preventive maintenance based on meter or duration.
- aa) Implementation must support recording travel time and work time.
- bb) Implementation must be mobile enabled and must support offline work.
- cc) The Implementation must support geolocation data for technician locations.
- dd) The mobile Implementation must be on the same platform and support easy configuration of mobile apps, both to extend the field service app, as well as create custom apps.
- ee) The mobile Implementation must support full field debrief of work orders including Acceptance, Start Travel, Start Work, Knowledge lookup, Parts Consumption, Expense Reporting, Checklists, Attachments, Time Recording, Signature Capture, PDF Summary Report, and Closure.
- ff) The mobile Implementation must allow technicians to create new Work Orders.
- gg) The mobile Implementation must allow technicians to pause/resume work.
- hh) The mobile Implementation must support offline access to work orders, asset information, knowledge articles, and checklists.
- ii) The Implementation must provide personalized self-service through a configurable Service Portal that incorporates knowledge base, service catalog, and communities.
- jj) The service portal must provide out-of-the-box support for submitting requests (and work orders) and viewing request status.
- kk) The Implementation must support service entitlements.
- ll) The Implementation must support the creation and recording of checklists, safety inspections and questionnaires.
- mm) The Implementation must support the ability to attach files, images and videos to Work Orders and related records.
- nn) The Implementation must support the ability to capture a customer signature upon work completion.
- oo) The Implementation must support the ability to generate a work order summary form that includes the customer signature.
- pp) The Implementation must support the creation of custom maps without requiring code.
- qq) The Implementation must be capable of providing language-specific support across regions.
- rr) The Implementation provider must be able to support an application ecosystem to fill any gaps on a single platform.
- ss) The Implementation must provide a means of tracking continuous improvement.

- tt) The Implementation must support third-party contract workforce scheduling.
- uu) The Implementation must offer external access for third-party contractors.
- vv) The Implementation must offer mobile portal access for third-party contractors.
- ww) The Implementation must provide dispatchers the ability to schedule work for internal workers and contractors from one configurable screen
- xx) The Implementation must enable to define tasks of any duration with improved calendaring capabilities
- yy) The Implementation must automatically assign multi-day work to technicians
- zz) The Implementation must allow dispatchers can place a task on the dispatcher's workspace without actually notifying the technician immediately and allowing them to push the schedule to technicians once they are comfortable.
- aaa) The Implementation must provide customer notifications via SMS.
- bbb) The Implementation must support a customer-facing map with technician and task locations and estimated time of arrival.
- ccc) The Implementation must provide capacity management for internal and external technicians.
- ddd) The Implementation must support capacity definitions by number of tasks, hours, or agent schedule.
- eee) The Implementation must support creation, managing, and scheduling of crews easily.
- fff) The Implementation must automatically/manually assign tasks to crews of technicians
- ggg) The Implementation must dynamically provide the best available tasks to fill openings in a technician's schedule.
- hhh) The Implementation must support time-card submission via mobile to improve technician efficiency.
- iii) The Implementation must respond quickly to changes in schedule and reschedule jobs automatically
- jjj) The Implementation must enable dispatchers to see everything one configurable screen, from unassigned tasks to technician schedules and maps.
- kkk) The Implementation must improve the dispatcher experience with a personalized display of filters, search, and sorting.
- lll) The Implementation must automatically assign tasks to a technician based on the technician's skills, location, availability, distance, parts required, and customer access hours (Dynamic Scheduling.)
- mmm) The Implementation must allow technicians to request additional work from their mobile app.
- nnn) The Implementation must allow dispatchers to assign field work based on when the customer will be available.
- ooo) The Implementation must enable dispatchers to create and verify ad-hoc addresses as single-use, temporary locations that are not associated with an account or an asset.

I.T Service Management

Request Fulfillment

- a) Must track Incidents and Requests in separate tables.
- b) Must allow administrators or delegated administrators to create a catalog item once and have it accessible from a desktop browser or native mobile app.
- c) Must have built-in graphical workflow to help automate request fulfillment.
- d) Must allow fulfillment tasks to be assigned to multiple groups.
- e) Must support service catalog views based on user criteria like department.
- f) Must provide a native mobile app to help employees get help and make requests.
- g) Must provide a universal request experience that allows users to submit a request without having to know the correct department.
- h) Must have cross-departmental reporting from the time of an initial employee request through

the final issue reimplementation.

Incident Management

- a) Must track Incidents and Requests in separate tables.
- b) Must allow logging of incidents via email, web portal, chat, mobile app, and virtual agent.
- c) Must provide an incident deflection mechanism that displays relevant knowledge articles as an incident is being created.
- d) Must offer machine learning to automatically categorize and assign incidents.
- e) Must offer machine learning to find past incident records that are similar to a current incident record.
- f) Must provide a configurable, easy-to-navigate workspace to efficiently oversee and resolve multiple incidents, problems, and change requests.
- g) Must provide a mobile app that enables agents to update records, coordinate with coworkers, track locations, and work without an internet connection.
- h) Must provide dependency views to identify which services are affected by an incident and help with incident investigation.
- i) Must provide a way to set up on-call schedules and escalation policies.
- j) Must provide a dedicated workspace for major incident managers, communication managers, and resolver groups to collaborate and track work.
- k) Must have native reporting to monitor, track, and analyze service levels and improvement for incidents, on-call scheduling, and escalations.

Incident Communications Management

- a) Must enable users to create an incident communication plan.
- b) Must be able to set up contact responsibilities to identify who receives automatic notifications when incident plans are created and must allow self-service users to subscribe to incident communication plans.
- c) Must be able to use communication feature or 3rd party integration to send notifications via SMS and voice mails, and to set up a conference call
- d) Must be able to monitor events and results with the incident communication plan dashboard and results.

Asset Management

- a) Must allow tracking of assets and configuration items separately with relationships and automatic synchronization between them when needed.
- b) Must connect to endpoint asset information sources like Microsoft SCCM and Jamf.
- c) Must track asset information such as state, procurement information, contracts, depreciation, and disposal information.
- d) Must allow an asset model to be published to a product catalog for users to request.
- e) Must allow bundling of both hardware and software assets—like a laptop, printer, keyboard, mouse, and associated software—into a single bundled model.
- f) Must be able to track stockroom inventory of consumable and non-consumable items.
- g) Must be able to lookup asset information using a QR code from a mobile device.
- h) Must provide a mobile app that allows agents to see a user's assigned assets.
- i) Must provide a mobile app that allows users to view their assigned assets and report an incident against an asset.
- j) Must allow scanning and receiving of multiple assets in an inventory, uploading them to a central platform in a single batch (i.e. in bulk).
- k) Must be able to complete a transfer order by using a single action to update multiple order line

items.

- l) Must be able to source a request and assign assets directly from your local stockroom, and if the asset isn't available, create a transfer or purchase order.
- m) Must be able to run quick start tests to ensure asset management integrity after upgrades and deployments of new applications.
- n) *Note, for customers interested in ITSM Asset Management, we should be positioning HAM every time. For net new logo RFX responses, HAM will be a strong differentiator vs. the other vendors responding and improve our win probability.

Service Level Management

- a) Must allow multiple Service Level Agreements (SLA), operational level agreements (OLA) or underpinning contracts (UC) to be assigned to a task to monitor and manage the quality of the services.
- b) Must be able to define start, pause, stop, and reset conditions for an SLA.
- c) Must provide breakdown view that allows the service owner or service desk manager to see detailed task ownership and SLA duration related data for any task SLA record associated with a task.
- d) Must have a visual timeline that provides detailed insight to specific task updates, which triggered stage changes during the life cycle of an SLA.
- e) Must have the ability to ingest service level indicators from Application Performance Monitoring (APM) tools to create Service Level Objectives (SLO), Error Budgets and trigger Policy Actions.

Service Catalog

- a) Must allow for the creation of one or more service catalogs that let users request items on a self-service basis through web portal, virtual agent, and mobile app.
- b) Must provide a catalog item builder that uses a visual, guided experience to enable non-administrators to create, maintain, and publish catalog items.
- c) Must provide a simple data-driven workflow to enable non-administrators to create fulfillment processes for the most common scenarios.
- d) Must support catalog item variables to gather information from users about which options they want for an item, such as monitor size or phone color.
- e) Must provide access controls to manage visibility of items by user criteria like department and location.
- f) Must be able to define catalog item behavior across both web and mobile channels in one set of policies, not separately.
- g) Must provide a catalog admin role to allow non system admins to manage catalog items.
- h) Must provide automated end-to-end tests for requester and fulfiller flows to validate actions like adding comments to tickets for a requested item or incident; ordering items from multiple catalogs; filtering by record type; and more.
- i) Must be able to translate the content of a catalog item into multiple languages.
- j) Must offer AI search capability to quickly find relevant catalog items across web portal, mobile, and virtual agent.

Knowledge Management

- a) Must be a Knowledge-Centered Service (KCS) verified tool.
- b) Must allow access to knowledge articles from a mobile app.
- c) Must be able to create multiple knowledge bases for different groups based on user criteria like department and location.

- d) Must be able to assign knowledge bases to individual managers who can use separate workflows for publishing and retiring articles and separate access controls to control reading and contributing.
- e) Must be able to create and maintain multiple versions of a knowledge article, and schedule publication.
- f) Must allow agents to create, edit, publish articles and more without having to leave their workspace.
- g) Must allow users to subscribe to knowledge bases and articles to stay notified of any updates, and provide feedback and comments to articles.
- h) Must enable incident managers to receive feedback on articles and identify which topics are missing from the knowledge base, allowing them to fill gaps and deflect future incidents.
- i) Must be able to report a knowledge gap If an agent cannot find relevant knowledge articles that could help resolve a case.
- j) Must offer the ability to automate the discovery of knowledge gaps in your knowledge bases using machine learning.

Reports and Dashboards

- a) Must have native reporting, dashboarding, and analytics capabilities.
- b) Must provide hundreds of pre-built reports that can be copied and modified.
- c) Must support a variety of report types including bar, pie, donut, time series, multi-dimensional, scores, statistical, calendars, maps, and lists.
- d) Must use standard deviation to aggregate field values in reports
- e) Must be able to create and distribute reports that show the current state of instance data, such as the number of open incidents of each priority
- f) Data visualizations must show score, trend, proportional, and comparison data

Surveys

- a) Must include a built-in survey designer to create survey categories and questions, configure the details, and publish the survey to specific users or groups.
- b) Must provide survey design flexibility like creating conditional questions that appear only when users answer other questions a certain way.
- c) Must be able to customize the look and feel of survey questionnaires.

AI-powered Search

- a) Must provide a consumer-grade search experience that delivers personalized, relevant results that users can take action on right from the search results window.
- b) AI Search must use machine learning to continuously tune its relevancy model and improve search results over time; and natural language understanding to uncover intent and return personalized results and recommendations based on context
- c) AI Search can connect to different external systems, while maintaining the original system security policy, to provide a secured and unified search experience across all knowledge systems. Relevancy model is applied on all content to ensure a single ranking model across all data sources.
- d) AI Search tracks users' feedback on Genius Results cards to provide advanced analytics on our NLU capabilities and can be used for further tuning of Search Intents.
- e) Advanced Search Admin capabilities with robust search analytics that provide a clear view into search experience and areas of improvement

Mobile

- a) Must provide native mobile apps for end users and agents.
- b) Must allow users to manage incidents, collaborate with teams, respond to approval requests, access the knowledge base, and receive push notifications with mobile app.
- c) Must offer mobile experience for Approvals, Asset Management, Change Management, Event Management, Incident Management, Knowledge Management, and Walk-up.
- d) Must have AI Search capabilities across mobile to surface most relevant knowledge articles and display them in an easy-to-read format (Genius Results).
- e) Within Search, must be able to auto-correct typos in search queries, see listings of recent and popular searches, auto-complete search queries, and remove duplicate search terms.
- f) Must be able to create custom card views for mobile data using a graphical user interface and be able to design and add actions to those cards.
- g) Must be able to use mobile UI rules to build rules that modify your mobile UI screens, like options to hide fields, perform field value calculations, and apply UI styles to different UI elements.
- h) Must enable users to gain quick access to frequently used screens and views and saved views and screens can be sorted by users according to recently viewed, date, or alphabetically. They must be available offline as well.
- i) Must have dynamic segments in a form screen, meaning the information displayed on the screen corresponds to a tapped screen-segment (i.e. a Kanban board can displace different records when different stages in the workflow process are tapped)
- j) Must have a modified form screen applet to enable your users to view, rate, and submit feedback on knowledge article from within a your ServiceNow mobile apps, even when offline.
- k) Must be able to configure activity streams to support the use of the @mention functionality within the body of a record.
- l) Must be able to quickly build and configure mobile apps with a single intuitive interface.
- m) Must create an engaging everyday experience with native functionality, with features like as asset reservation, universal linking, and Mobile Onboarding consolidation.

Service Portal

- a) Must provide a modular user interface framework for quick and easy building of application portals and dashboards that helps developers and non-technical administrators create attractive and engaging user experience for web and mobile.
- b) Must provide search capabilities to find content in portal, with the ability to filter and tune search results for improved relevancy.
- c) Must provide a guided tour that provides step-by-step instructions to help users setup up a portal page.
- d) Must allow end users to have a chat conversation with an agent in any portal page.
- e) Must be able to report an IT issue, check the status of a record, or search the knowledge base using a virtual agent.
- f) Must allow modifications such as changing name, keywords, roles, and active statuses of records using a virtual agent.
- g) Must be able to translate comments and work notes in a portal activity stream.
- h) Must include AI search capabilities for users to take advantage of intelligent query features and quickly find the answers they need.
- i) Must be able to visualize metrics and interactions to better understand the Service Portal user experience and identify how to improve it.
- j) Must provide curated experiences providing a unified taxonomy to browse and search for content across departments
- k) Must provide AI powered search capabilities to find content in portal, with the ability to filter and tune search results for improved relevancy.
- l) Must allow end users to have a chat conversation with an agent or a virtual agent bot in any

- portal page.
- m) Must be able to report an issue or submit a request, check its status, or search the knowledge base using a virtual agent.
 - n) Must be able to translate comments and work notes in a portal activity stream.
 - o) Must be able to visualize metrics and interactions to better understand the Service Portal user experience and identify how to improve it.
 - p) Must provide no-code configuration options for modifying experiences and content

Agent Workspace

- a) Must contain easy-to-navigate interface for agents for handle assigning incidents, resolving incidents, or proposing an incident be escalated.
- b) Must include a multi-tab interface for agents to efficiently manage multiple incidents, problems, and change requests.
- c) Must enable agents to quickly search for information across multiple sources, such as knowledge bases and the service catalog.
- d) Must allow agents to manage their own schedule by swapping shifts with peers or making time-off requests.
- e) Must be able to automatically populate the Assignment group field on the Incident, Problem, or Change Request form based on the support group available for the respective configuration item (CI).

Performance Analytics (Pro)

- a) Must provide an in-platform analytics to create management dashboards, report on KPIs and metrics, and answer key business questions.
- b) Must improve performance and accelerate continual service improvement by tracking critical process metrics and trends; measuring process health and behavior against organizational targets; identifying process patterns and potential bottlenecks before they occur (KPI Signals notifies you when the behavior of a process changes significantly, and how that change affects you. This feature applies standard statistical Process Behavior Charts to Performance Analytics indicators); continually visualizing historical and real-time process health statistics in role-based dashboards enabling individual stakeholders to make informed decisions.
- c) Must provide a variety of data visualization types (bar, donut, pie, time series, single score, and more), allowing for the configuration of visuals elements to show information that applies only to the person looking at the visual on a dashboard or workspace.
- d) KPI Composer ensures that your performance management strategy aligns with business goals and has support from executive sponsors. Use KPI Composer to bridge the gap between defining your performance measurement strategy and the realization of that strategy from within Performance Analytics. Start with your business goals and plan all your components through indicators up to the final dashboard.
- e) LU model. This allows binding of topics to intents from trained NLU models for validation and iteration purpose before publishing models.
- f) Must provide an interactive way for the end users to validate and confirm the predicted intents as part of NLU feedback loop on Low-Code conversation development environment.
- g) Must provide the capability of generating automatic new message indicators to the end users with unread messages in messaging and chat channels.
- h) Must provide a configuration option for Wrap Up state for agents who can complete tasks such as posting notes and updating record information before moving on to other work items. While in the wrap up state, the agent capacity is not reduced.
- i) Must allow live agents to trigger the automated workflows defined in Low-Code conversation designer for competitive tasks. This will free Agents from doing low value tasks during the live

conversations.

- j) Must provide emojis palette for agents to use when chatting/messaging to convey emojis and make conversations more personal.
- k) Must allow administrators to configure a quick action toolbar controls and buttons so that the agents can complete common tasks with one click.
- l) Must provide a facility when analyzing the incident and request data to identify the top use cases to automate with a ad-hoc editing of reporting filtering and one-click NLU model grouping,

Natural Language Query

- a) Must be able to query the data in your system by entering plain language requests into the user interface.
- b) Must offer this capability in multiple languages.

Natural Language Understanding

- a) Must provide an NLU inference service that helps the system to understand natural language and drive intelligent action.
- b) Must be able to train and predict intents and entities for a given user utterance in a model so that its text translates into machine-understandable formats, such as APIs and parameters.
- c) Must offer multi-lingual support (i.e. support in sixteen languages).
- d) Must allow Virtual Agent administrators to configure a Virtual Agent Designer conversation flow to consume NLU models so that agent chatbots can better understand user statements in the conversation.
- e) With NLU models, Virtual Agent must be able to perform topic discovery, extract entity (object or context for an action, such as a laptop, case number, or an employee's name) values, and handle conversation switching in a conversation session
- f) Virtual agent must be able to process user utterances (statements associated with a specific intent) to launch the appropriate conversation topic.
- g) With NLU models, Virtual Agent must be able to determine when user statements in a conversation contain important information to fulfill a task or goal.
- h) Must be able to extract commonly used entities like date, time, location, duration, number, currency, person automatically from an utterances without requiring to train model with specific examples
- i) Must allow training the model with organization/industry specific vocabulary provided as input
- j) Must be easy to build entities pointing to data within a ServiceNow table
- k) Must be able to group language models and easy to maintain consistency between different languages
- l) Must be able to translate content from one language model (intents, utterances, vocabulary) to other languages to leverage the time/effort spent on a language
- m) Must be able to understand software and hardware names in an utterance without providing explicit vocabulary

Cloud Architecture and Security

- a) Please describe how your Implementation meets each of the following requirements:
- b) If the Implementation is cloud-based, the vendor must own and operate the private cloud.
- c) Must not require VPN or special firewall holes required to access the service.
- d) Must provide high availability with warm standby and automated failover capability.
- e) Must provide automated scalability.
- f) Must logically separate each customer's data from all other tenants in the cloud environment.
- g) Must adhere to ISO 27001, ISO/IEC 27018, SSAE 18 SOC 1 Type 2 and SOC 2 Type 2 standards.
- h) Must be able to encrypt data in transit using TLS 1.2.
- i) Must be able to encrypt text fields and attachments.
- j) Must provide the ability to granularly control user access to data, including blocking administrative

access to sensitive information like employee HR records.

Integration Support

Please describe how your Implementation meets each of the following requirements:

- a) Must allow integration through Web Services (REST/SOAP), email, file (CSV, XLS, XML), LDAP, ODBC/JDBC, PowerShell, SSH, and Java.
- b) The Implementation must allow integration through Web Services (REST/SOAP), email, file (CSV, XLS, XML), LDAP, ODBC/JDBC, PowerShell, SSH, and Java. Please describe how your Implementation meets this requirement.

End-User Experience and Administration

- a) The Implementation must have one user interface, one code base, and one data model for all service management, operations management, business management, and custom applications. Please describe how your Implementation meets this requirement.
- b) The Implementation must have in-platform reporting and analytics capabilities embedded in the service management workflow and do not require third-party reporting tools. Please describe how your Implementation meets this requirement.
- c) The Implementation must have native social IT and collaboration features, including feeds, activity streams, and chat. Please describe how your Implementation meets this requirement.
- d) The Implementation must provide multiple configuration options – including no code, low code, and pro code – to help us implement a Implementation to meet our unique business needs. Please describe how your Implementation meets this requirement.
- e) The Implementation must allow the administrator to apply configuration changes with zero downtime. Please describe how your Implementation meets this requirement.
- f) The Implementation must allow planned maintenance with zero to minimal downtime. Please describe how your Implementation meets this requirement.
- g) The Implementation must allow feature release upgrades with zero to minimal downtime. Please describe how your Implementation meets this requirement.
- h) Upgrades and updates must be included in the cost of the Implementation.
- i) You must provide self-service options for automated instance management, including availability information. Please describe how your company can meet this requirement.
- j) The Implementation must have a survey function that leverages a modern, responsive and mobile-friendly design similar to other commonly available survey tools. Please describe how your Implementation meets these requirements.
- k) The Implementation must provide a Kanban-style board for managing incidents, problems, changes and other tasks.
 - i. Please describe how your Implementation meets these requirements.
- l) The Implementation must be device agnostic (provide full application access from any device type, including laptop/desktop, smart phone/tablet, and through native apps for iOS and Android).
 - i. Please describe how your Implementation meets these requirements.
- m) The Implementation must display the presence of users for collaboration and workload management.
 - i. Please describe how your Implementation meets these requirements.