

June 3, 2021

Notice of Intent to Sole Source

**ServiceNow Reporting Training**

FDA-SS-1241430

The Food and Drug Administration (FDA) intends to award a Sole Source Labor Hour purchase order to Carahsoft Technology Corp, 11493 Sunset Hills Road, Suite 100, Reston, Virginia 20190. In accordance with FAR part 6.302-1, the contractor is the only responsible source who can provide the required services as no other source has been identified to satisfy the agencies requirements.

The purpose of this notice is to inform the public that the FDA anticipates issuing an award to procure ServiceNow Reporting Training for FDA Staff. The hands-on classes will be a Virtual using FDA's WebEx or Zoom platforms.

The associated North American Industrial Classification System (NAICS) Code is 611430 - Professional and Management Development Training.

**MINIMUM REQUIREMENTS:**

Technical Requirements

Classroom Instruction, Virtual Instruction, or Demonstrations

The Contractor shall provide an experienced instructor to lead a virtual instructor-led computer-based training, or demonstrations of, training topics as outlined in the SOW details below. Each class may have up to 25 students.

The instructor shall direct students to FDA's online course evaluation at the conclusion of each class. FDA will provide the vendor with copies of the after-class evaluations at least monthly.

Virtual Class Logistics

- 1) Virtual classes shall be held with a live instructor via FDA's WebEx or Zoom applications.
- 2) The instructor shall use a high-speed Internet connection to teach all virtual classes.
- 3) The instructor shall have a computer running the same version of the software as used in FDA (for example, if we are teaching a Microsoft Project 2013 class, the instructor must have Microsoft Project 2013 installed and used to teach the class)
- 4) FDA will create and host the WebEx/Zoom session using VOIP (voice over IP) as the audio option (no dial-in number will be provided).
- 5) The instructor shall have a working microphone and speakers to communicate with students.
- 6) Instructors shall be logged into the WebEx/Zoom session at least 30 minutes prior to the start of class.

- 7) Classes may be run as virtual hands-on (fully interactive like a classroom session).
- 8) Classes that require more than 3 hours of training should be held over consecutive days. The hours for half-day sessions are from 9am to Noon Eastern and 1pm to 4pm Eastern. (One group attends the morning session both days; a different group attends the afternoon session both days.) Classes are fully interactive, just like a classroom-based session. FDA will host the WebEx/Zoom sessions, but we will not provide equipment, software, or office space for the vendor for the virtual classes.

#### Class Manuals and Exercise Files

Unless otherwise noted, the Contractor shall provide a pdf version of the manual the first time each topic is taught. The manuals shall be delivered to each student no later than three weeks before the first class. The manuals shall be fully illustrated with step-by-step hands-on exercise guidance, tips and tricks, glossaries and appendices. The Contractor shall provide an electronic copy of each manual and the associated exercise files to be posted on FDA's Intranet or internal network drive or SharePoint location. All manuals and exercise files shall be 508 compliant.

#### After Class Support

The Contractor shall provide after class support for topics covered in class for at least 90 days after class completion. Support may be provided by phone, email, or virtual meeting.

#### Customization of Training Materials

FDA requires the ability to make minor adjustments to the default manual, where our policies and/or computer configurations conflict with the default material in the manual. FDA will provide detailed instructions on the changes and provide any necessary screenshots. The Contractor shall update the electronic copy of the manual, update any related exercise files, provide electronic copies of the updated files, and re-print the classroom copies of the manual (if they were previously printed).

#### Updates to Software Versions

The FDA currently uses Orlando Release of ServiceNow. If we upgrade to a newer version of the application, we will want to train on the new version which will require new manuals and exercise files (printed and digital).

**This notice is not a request for competitive proposals.** However, any party that believes it can meet this requirement as stated herein may submit a written capability statement that clearly supports and demonstrates their ability to perform the requirement.

Capability statements must be received by the response date and time of this notice. Submissions will be reviewed to determine if they can meet the requirement. A determination by the Government to compete this proposed contract based upon responses to this notice is solely within the discretion of the Government.

It is anticipated that an award will be issued to Carahsoft Technology Corp., within approximately ten (10) days after the date of this notice unless the Government determines that any other organization has the capability to meet this requirement.

**Response Date:** June 17, 2021 by 10:00AM Eastern Time. Please email responses to Kimberly Davis at [Kimberly.davis@fda.hhs.gov](mailto:Kimberly.davis@fda.hhs.gov). No phone calls will be accepted.