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1 INTRODUCTION

1.1 TERMS

This Request for Information (RFI) is issued solely for information and planning purposes and does not constitute a solicitation or a promise to issue a solicitation in the future. This RFI does not commit the Government to contract for any supply or service. Responses to this RFI are not offers and cannot be accepted by the Government to form a binding contract.

1.2 RFI PURPOSE AND OBJECTIVES

The purpose of this RFI is to conduct market research, obtain technical information, and to determine the availability and technical capability of Indian Economic Enterprise (IEE) and Indian Small Business Enterprise (ISBEE) to provide ServiceNow services. Responces will assist the Government in determining the appropriate acquisition method, including whether a set-aside is possible.

2 PROJECT BACKGROUND

IHS provides the technology infrastructure for a nationwide health care system, including a secure wide area network, email and unified communication services, two national data centers, and regional and national IT Service Desk support for approximately 20,000 users. The US Department of Health & Human Services (HHS), Indian Health Service (IHS) Headquarters (HQ) Office of Information Technology (OIT), Division of Customer Experience (DCX), hereafter designated as HQ/OIT/DCX, provides critical support for the IHS, Tribal, and Urban health care facilities that care for more than two million American Indian and Alaska Native people across the Indian Health system. This support includes Enterprise assistance with end user devices, communications regarding IT service changes and triage of IT support requests for all Enterprise managed IT services. The DCX is to provide exceptional customer experiences that reflect compassion, cultural respect, and responsiveness while empowering American Indian and Alaska Native providers, Tribal partners, patients and families to focus on the improvements to their health and support journey.

3 PURPOSE

Within IHS, the following products are implemented as part of the ServiceNow platform: ITSM, CMDB, ITOM, and HR products currently implemented at IHS. SPM is currently being implemented by another team and is out of scope regarding any application support needed.

Goals: IHS is looking to expand its usage of ServiceNow for greater service maturity and to enhance, operate, and maintain the platform's capabilities and services including:

- ITSM Platform Management and Sustainment Support and Governance

- Platform Authorization to Operate, Security, and Audit Compliance Support
- CMDB and IT Operations Management (ITOM) – Integration with Armis, and related Support Services
- Human Resources Service Delivery (EEO) Sustainment
- IHS HealthIT support services utilizing the Employee Service Center
- Expansion and Training for Newly Developed Features (to include expanding Enterprise dashboards and Performance Analytics).

4 INFORMATION SUBMISSION INSTRUCTIONS

The information shall be provided in Adobe PDF or Microsoft Word. Submissions shall be limited to 10 single-spaced pages, with 1-inch margins, and using not less than 12-point font. Charts, tables, diagrams and captions can be in 10-point font and shall be counted as part of the 10-page limit; the cover page is not included in the 10-page count. The information should consist of the following:

- A cover page including the respondents' technical and administrative points of contact, with names, titles, addresses, telephone, and e-mail addresses; title of project; **socioeconomic status**; and Unique Entity Identifier (UEI) Number

- Existing Federal contract vehicles awarded
- A focused response to Section 3
  Please refrain from including marketing brochure materials. HHS is requesting tailored responses and not submission only of capability statements. Respondents do not need to address all bullet points but are requested to address as many as possible.

The response must be submitted no later than 06/30/2026 **at 9:30 AM Eastern Time**. The response should be submitted via email to Contract Specialist Darnell Harkless at Darnell.Harkless@hhs.gov with a subject line of "[Company Name(s)] – IHS1528286_ Enterprise Information Technology Service Management Support Services_RFI".

Disclaimer and Important Notes. This notice does not obligate the Government to award a contract or otherwise pay for the information provided in response. The Government reserves the right to use information provided by respondents for any purpose deemed necessary and legally appropriate. Any organization responding to this notice should ensure that its response is complete and sufficiently detailed. Information provided will be used to assess tradeoffs and alternatives available for the potential requirement and may lead to the development of a solicitation. Respondents are advised that the Government is under no obligation to acknowledge receipt of the information received or provide feedback to respondents with respect to any information submitted. Responses to this notice will not be considered adequate responses to a solicitation.

Confidentiality. No proprietary, classified, confidential, or sensitive information should be included in your response. The Government reserves the right to use any non-proprietary technical information in any resultant solicitation(s).